Alcatel OmniTouch Contact Center

PARTICIPANT'S GUIDE

CCd Basic



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REF. **OTCCTE451US**
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DOCUMENTATION CHANGES

ISSUE	DATE	ISSUE	DATE
01	03/05		

Alcatel OmniTouch Contact Center CCd Basic

File reference: OTCCTE451US

GENERAL SUMMARY

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Alcatel OmniTouch Contact Center

Contact Center Distribution Overview

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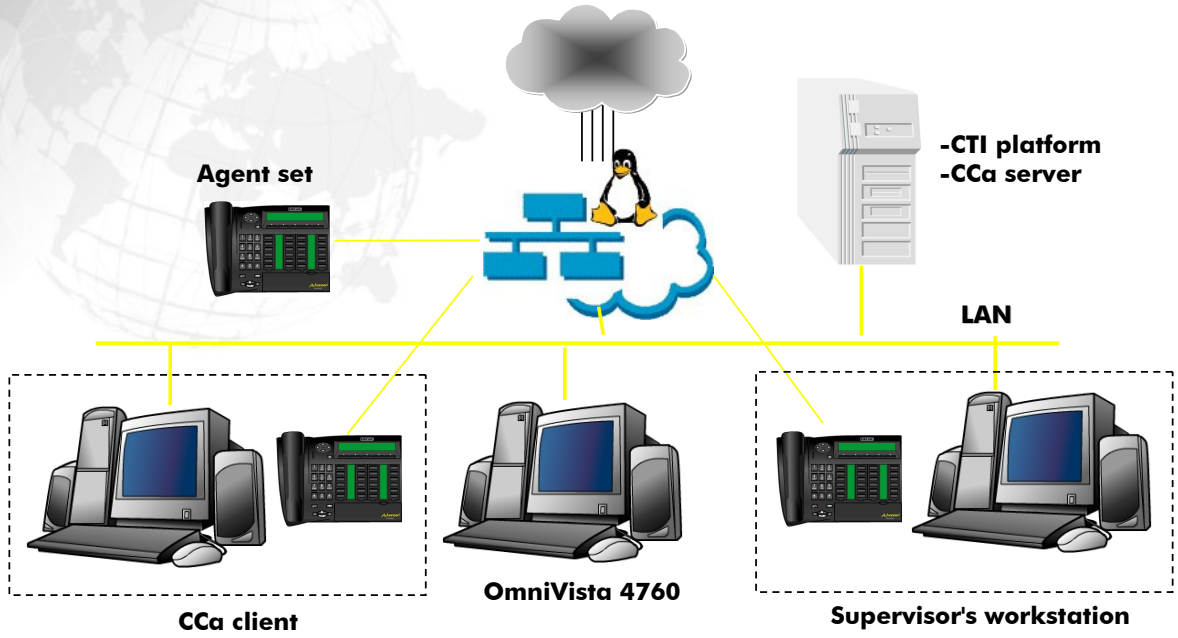
OBJECTIVE:

- Describe the CCd
- Describe the matrix objects (pilots, queue, processing groups)
- Describe the routing rules (call routing rule, call distribution rule)
- Describe the agent selection
- Talk about the limits

- CCd is a complete solution built into the Alcatel OmniPCX Enterprise
- A call distribution system designed to be:
 - Flexible
 - Contact center architecture (pilots, processing groups, agents, call routing rules..) is taken into account according to the customer needs
 - Comprehensive
 - CCs software allows to control, to manage, to visualize and to display statistics concerning the whole CCd matrix
- Open modular architecture to fit into a complete "Call Center" solution. Possible integration with:
 - CCivr
 - I.A.A
 - Voice mail…

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Architecture



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- Sophisticated call handling
 - Routing & distribution
 - Call parking
 - Voice guides
 - Greeting voice guide
 - Parking voice guide
 - Blockage voice guide
 - General forwarding voice guide…
- Management and supervision are integrated into the CCs application
- A lot of available ACD agents features :
 - Withdraw, wrap-up, supervisor call, discrete listening, call hold…

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Agent and supervisor sets

- In a processing group, there are two different types of sets:
 - Supervisor set which can supervise several processing groups and can itself be part of a processing group as an agent
 - Agents sets



Extension types

- Agent: Analog, 4003, 4004, 4035, 4037 (4035 & TSC-IP)
- Supervisor: 4035, 4037 (4035 & TSC-IP)





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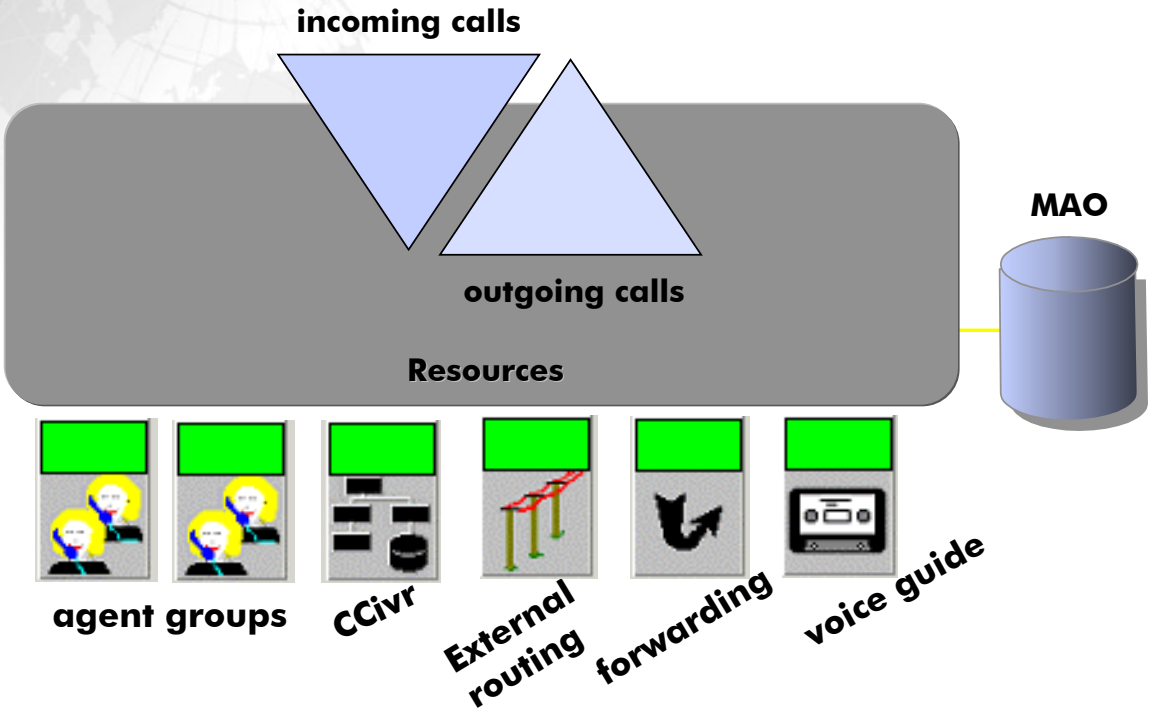
- The log-on procedure allows an agent to inform the CCd system of his physical presence on a workstation and as a result to ask for acceptance in the call distribution mechanism handled by the CCd system



- The log-off procedure allows an agent to inform the CCd system of his disengagement from the call processing process

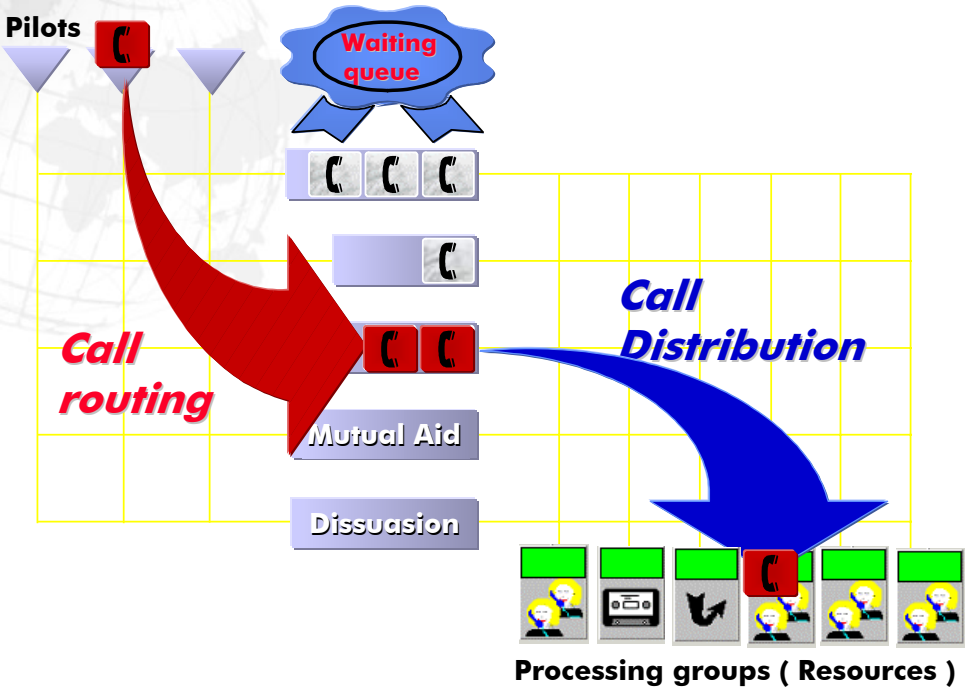
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Call flows



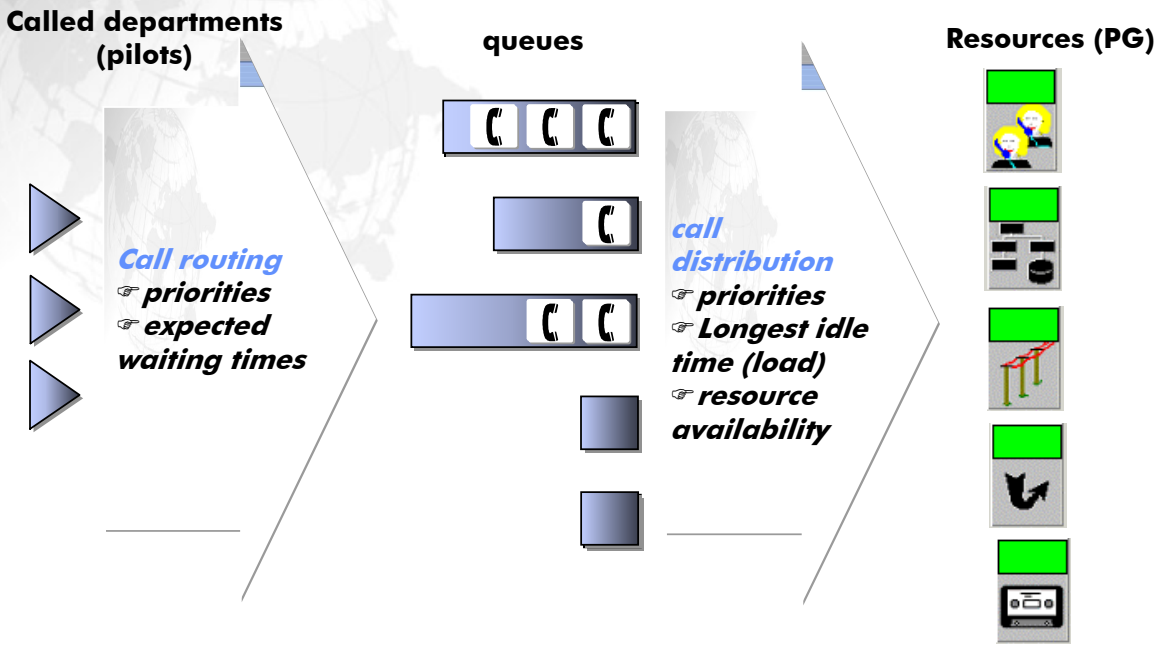
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- The CCdistribution principle is based on a matrix



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Calls flows: how does it work ?



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The CCd matrix is made up of :

- Pilots which are the CCd matrix entry points
 - Use DID numbers and can correspond to a department phone number in a company
- Waiting queues
 - Normal waiting queue
 - Dissuasion waiting queue (also called redirection w.q)
 - Mutual aid waiting queue (also called intelligent overflow w.q)
- Processing groups
 - Agent processing group
 - Voice guide processing group
 - Forward processing group
 - Rerouting processing group
 - IVR processing group

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Possible states of a pilot

- The pilot can be in **open** state
 - Calls are connected to a welcome guide, then they are routed with or without queuing
 - e.g.: ”welcome to Alcatel company ”
 - e.g.: ”hold the line please a agent will answer soon ”
- The pilot can be in **general forwarding** state (closed)
 - Pilot closed automatically by calendar, Pilot closed manually by a supervisor action, switch on General Forwarding by agent action on his phone set
 - In that case, calls can be connected to a specific guide
 - e.g.: "our offices are open from 6.00am to 6.00pm, please call during opening hours"
- The pilot can be in **blocked** state
 - Case : Accidental closure
 - Cause : Resources missing in the downstream processing group
 - In that case, calls can be connected to a specific guide
 - e.g.: "we are unable to attend to your call at the moment..."

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- Queue characteristics
 - A Queue can
 - be shared among several Pilots (20 max)
 - feed several Processing Groups (30 max)
- Queued calls are served FIFO (First In/First Out)
- Different types of waiting queue are available
 - Normal: parking device for calls received by a pilot, before being distributed to the processing groups
 - Mutual aid: intelligent overflow by re-routing over the public or private network onto another remote CCd or by re-direction onto an address (in the local node)
 - Dissuasion: calls redirection using any processing group type (voice guide, IVR…) when the others directions are not available
 - e.g.: "all our lines are busy, please call later" in case of Voice guide P.G

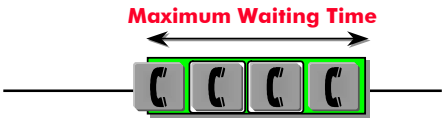
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Possible states of the queue

Open



- Not saturated
- Saturated

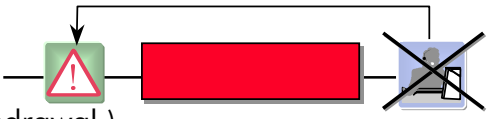


 - Expected Waiting Time (EWT) > Maximum Waiting Time

Closed by CCs user



Blocked



- Downstream resources are not guaranteed
 (All agents are logged-off or in withdrawal)

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Different types of processing group are available

- Agent processing group
 - Made up of agent or supervisor sets



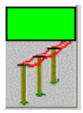
- Forward processing group (on-pcx number)
 - Attendant, voice mail, normal sets…



- Voice guides
 - Voice guide broadcast (duration, V.G #)



- Rerouting processing group
 - Rerouting to the ABC network
 - Rerouting to public networks



- I.V.R processing group
 - Connection to the CCivr application



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Queue / Processing group compatibility

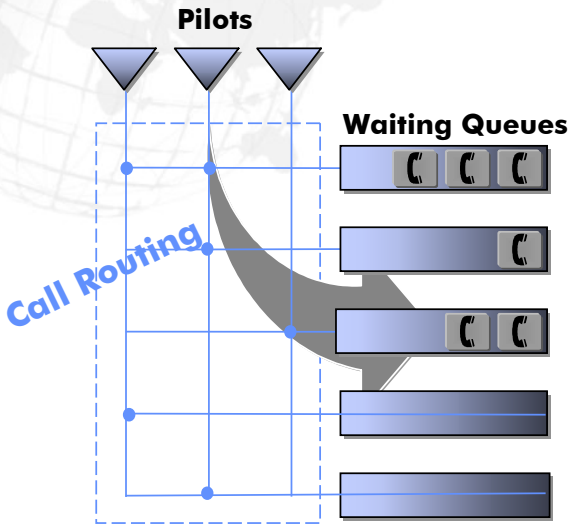
- The following table gives the possible association between a queue type and a processing group type

	Normal W.Q	Mutual aid W.Q	Dissuasion W.Q
Agents P.G	X		X
IVR PG	X		X
Forward PG		X	X
Rerouting PG		X	X
Voice Guide PG			X

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Call routing rule

- A routing rule has to be managed in order to associate each pilot with waiting queues (20 max)



Aim :
Open directions from Pilots to Waiting Queues

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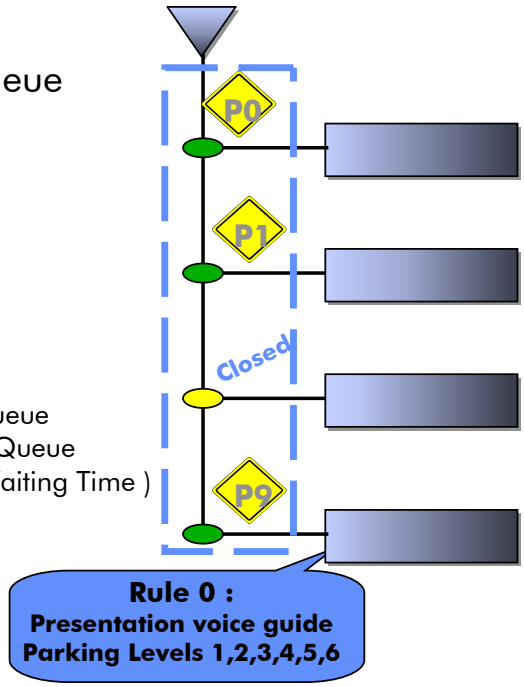
Call routing rule according to the pilot state

- A specific call treatment can be done
 - Depending of 3 states of the pilot (Open/Closed/Blocked)
 - Via routing rules and calendar management
 - With dedicated set of voice guides (greeting, waiting,...)
- The routing directions choice, between waiting queues (20 max), is done according to priorities or according to Expected Waiting Time (in case of same priorities)
 - Priorities value is from 0 to 9
 - 0 is the highest priority
 - 9 is the lowest priority

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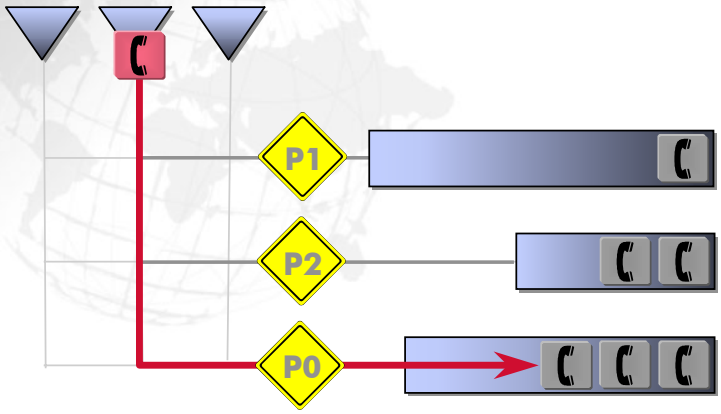
Routing rules

- Open / close a waiting queue direction
- According to pilot state
 - Greeting Voice Guide
 - 6 Parking levels
 - Voice Guide
 - Address : IAA or IVR in Queue
 - EWT table : IAA or IVR in Queue
 (according to Expected Waiting Time)
- Directions characteristics
 - Open/closed
 - Priorities



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- Call routing rule principle (with different priorities)



Selection of a Waiting Queue according to the highest priority

- The next direction (priority=1) will be used in case of congestion (saturation) of the waiting queue

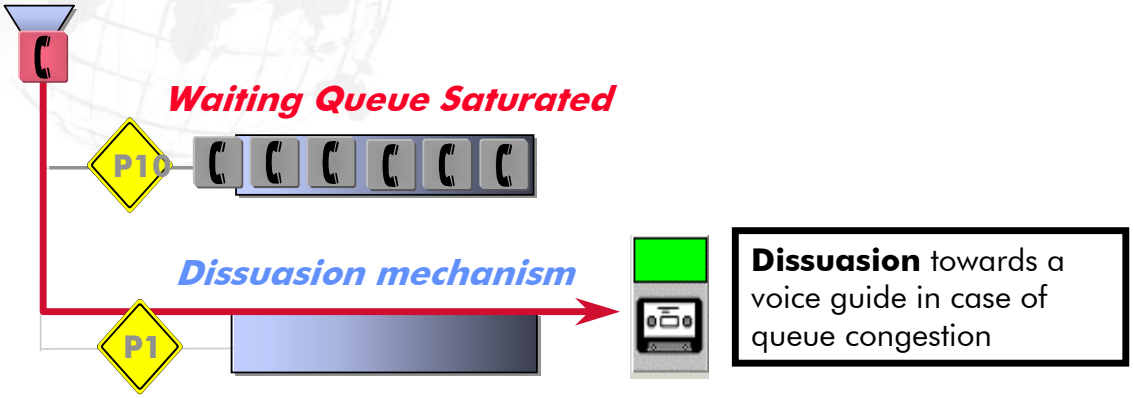
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- Call routing rule principle (in case of queue congestion)
 - A normal waiting queue has a “Maximum Waiting Time” which defines the capacity of the queue
 - An “Expected Waiting Time” is calculated by the system, and is equal to:
 - EWT = Average wait x (Nb of calls in queue + 1)
 - The “Average waiting time” is calculated by the system over the TSP (traffic sampling period) which is defined for each waiting queue

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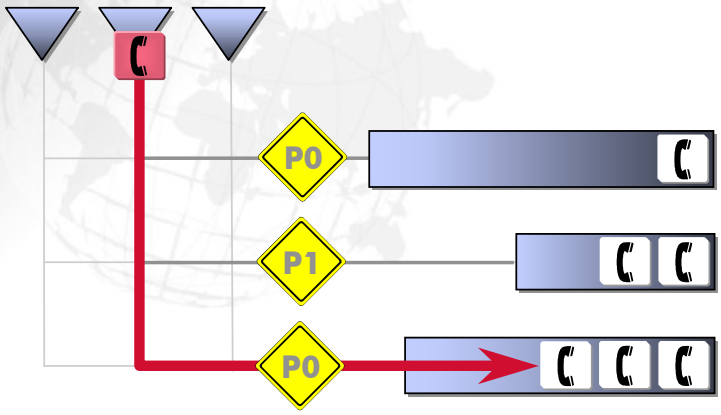
Call routing rule principle (in case of queue congestion)

- Queue saturation means
 - Expected waiting time > Maximum waiting time



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Call routing rule principle (with equal priorities)



Expected waiting time: 00:40

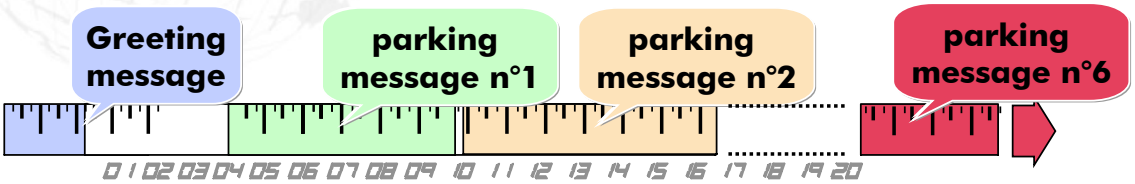
expected waiting time: 00:20

- At equal priorities, the call is routed according to the lowest expected waiting time calculated by the system

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Voice guides in a normal waiting queue

- Voice guides are assigned to a pilot rule (30 rules/pilot) and are sent on the pilot whatever the direction
- There are 6 parking levels in a waiting queue



- Voice Guides could be cut in case of downstream resource freeing
- Voice Guides are played according to pilot status

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Call distribution rule

- Call distribution rule determines the distribution of the calls from the head of the queue to the processing groups
- A queue can have up to 30 possible distribution directions
- The compatibility between the typology of a queue and that of a processing group is handled by the system
- Two types of complementary call distribution can be implemented:
 - "Resource selection", which searches for a processing group for a call that has just been parked in a free queue. This type of distribution applies to all processing group types
 - "Call selection" when a processing group resource becomes available for processing a new call, and which will search for a waiting call at the head of a queue. This type of distribution only applies to the agent processing group

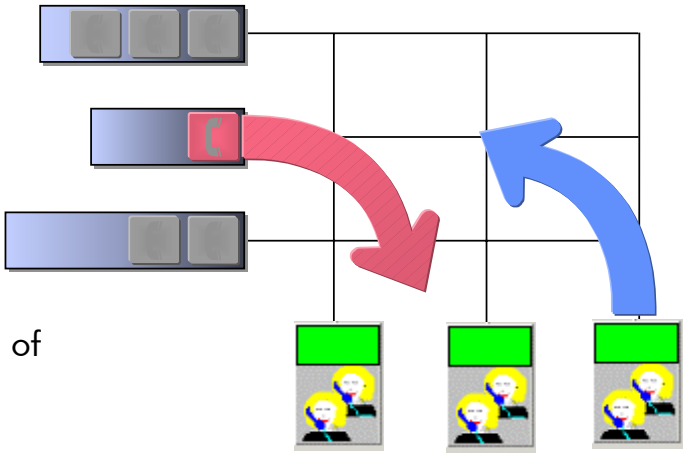
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RESOURCES SELECTION

- The processing group is available (at least one resource is available)
- The queue chooses the processing group

CALL SELECTION

- All resources are busy
- Call selection when a resource is ready
- The system choose one of the calls at head of the queues

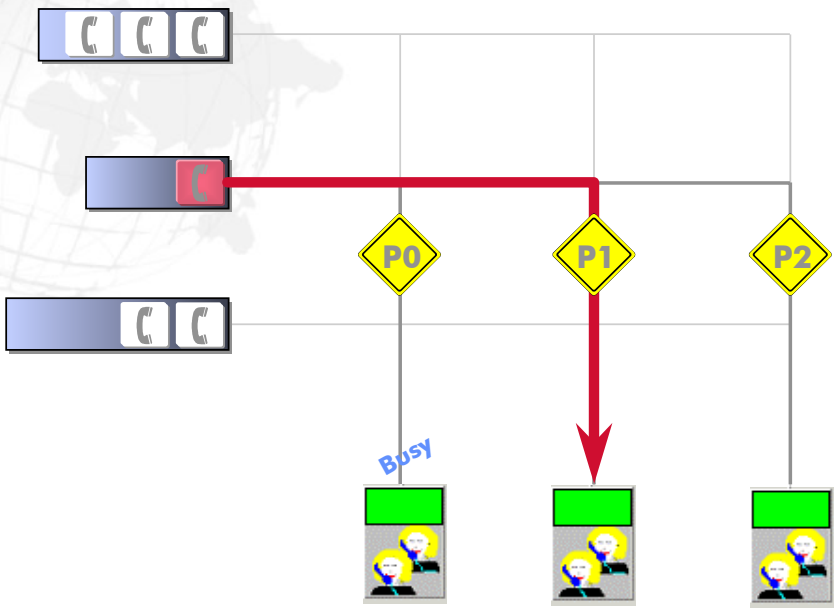


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- In case of resources selection
 - In order to route a call from a waiting queue to a processing group, the system checks :
 - The priorities (from 0 to 9)
 - At equal priorities, the Longest Idle Time (LIT)
 - Maximum times of the free processing groups
- In case of call selection
 - When a resource becomes available in a processing group (agent type), it will attempt to take a call in a normal queue (only) and use the optimal direction (maximum cost) in line with the following parameters:
 - Priorities (from 0 to 9)
 - At equal priorities, the Real waiting time
 - maximum waiting time of a call during the freeing of a resource

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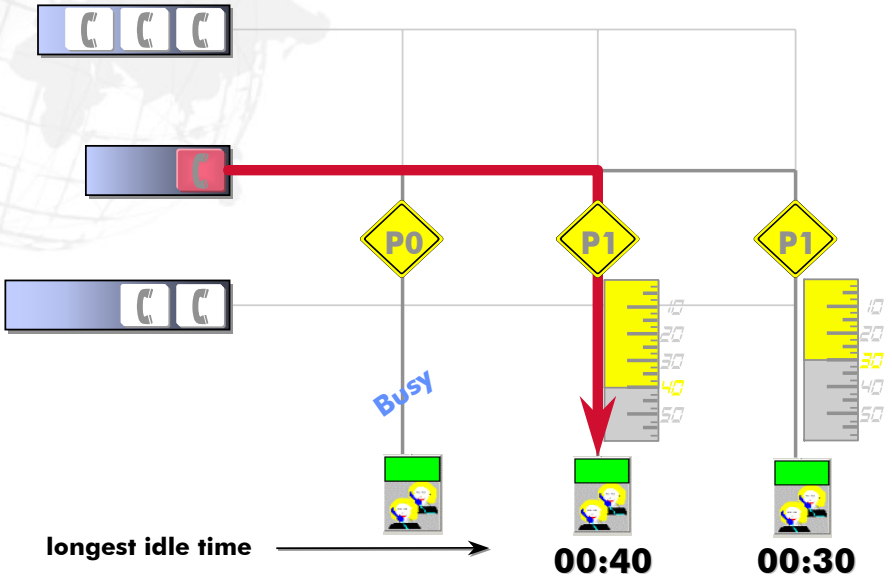
- Resources selection (with different priorities)



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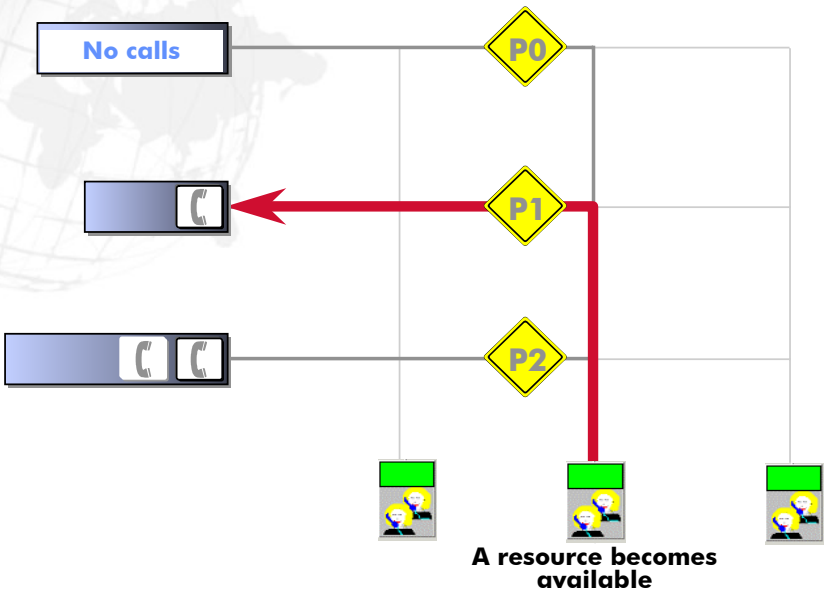
Resources selection (with equal priorities)

- The LIT of the processing group is taken into account



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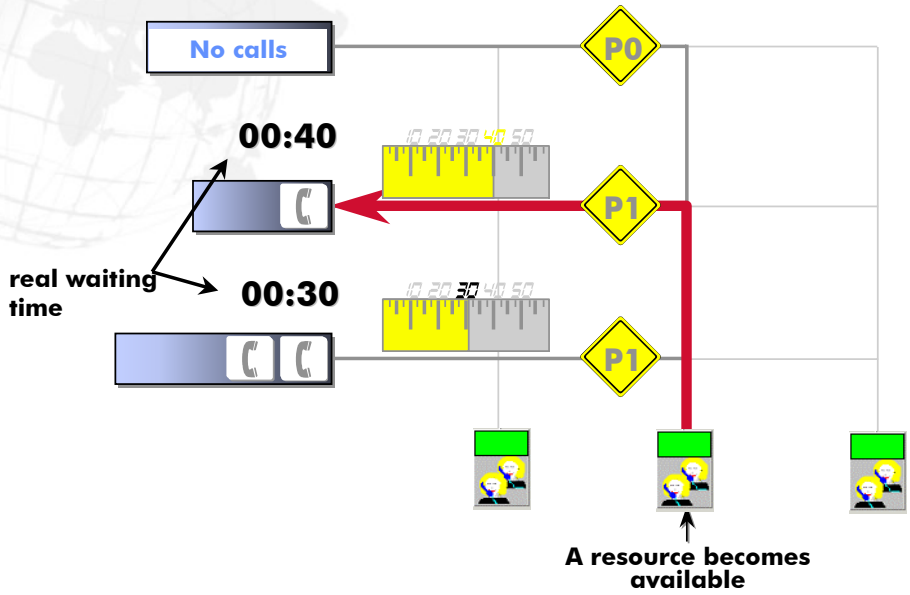
Call selection (with different priorities)



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Call selection (with equal priorities)

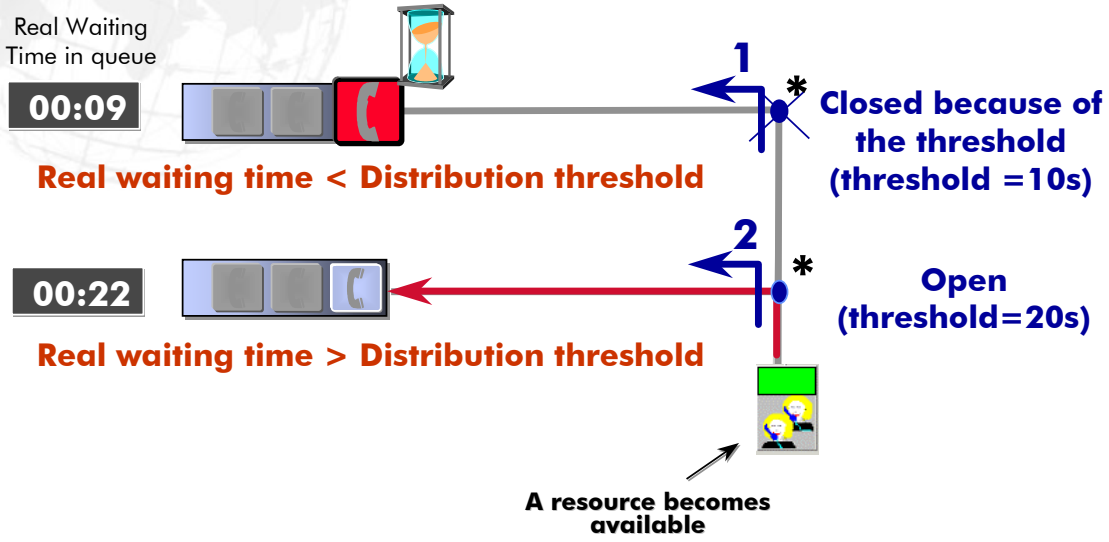
- The highest Real Waiting Time of the calls is taken into account



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Minimum waiting time threshold

- All calls that have waited longer than this can be distributed by this direction
 - This parameter is predominant for call selection



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Choice of agent in the group

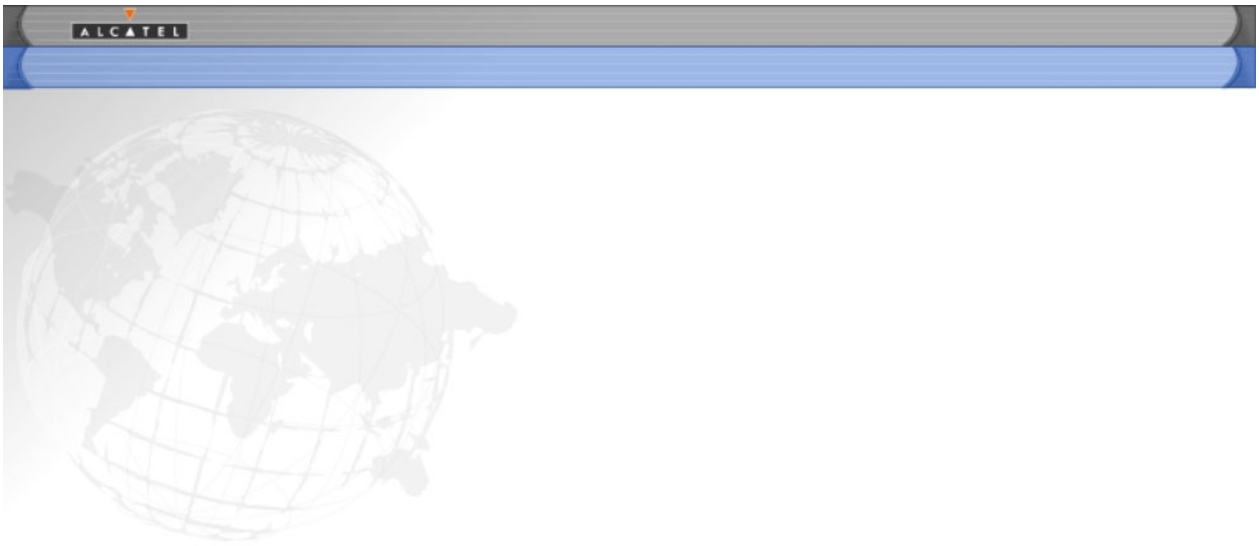
- When the processing group has been selected by call distribution, you must choose a resource in this processing group
- In an agent type processing group, 3 possibilities are available for selecting the agent in the group:
 - Sequential search mode
 - Cyclic search mode
 - Longest time-out search mode
- For each agent processing group, it's possible to manage:
 - Ring rotation timer
 - Overflow on no reply (after a timer, overflow to a directory number)

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Limits of CCd version 6.x

Number of pilots	1200
Number of queues	200
Number of processing groups	150
Number of agents supported	1000
Number of agents logged on	1000
Number of agents logged on/processing group	100
Number of queues/pilot	20
Number of processing groups/queue	30
Number of supervisors/system	60
Number of supervisors/group	10
Number of digits in transaction code	15
Number of digits in Business code	3

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PROCEDURE
CCd management with Expert tool or mgr

OBJECTIVE

- To learn how to manage a CCd matrix

1. ACD prefix creation

Application	Expert tool	Tab	
Path	/Translator /prefix plan		
Action	Create		
Number: Prefix meaning: Local features:	<choose a free number in the numbering plan> Local features ACD prefixes		

Note:

This prefix is mandatory in order to be able to create CCd objects (pilot, queue…) and is useful for agent features (log on, log off, wrap up, withdrawal…) when the agent uses a set without display.
*E.g**: ACD prefix** + 1= withdraw; +2 =wrap-up; +3 = supervisor call; +5 = log-off; +6 = log-on*

2. Management of the phone features COS

Application	Expert tool	Tab	
Path	/Classes of service / Phone Features COS		
Action	Review/Modify		
Phone Features COS **PCX services** ACD prefixes	<choose a number used by the CCd set> 1 <to authorized the ACD prefix>		

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3. Processing group creation

3.1 Agent processing group creation

Application	Expert tool	Tab	
Path	/Applications /CCD /Processing Group		
Action	Create		
Directory Number: Name: Type: Search mode: Rotation timer: Ringing supervision timer: Ringing supervision Dir N°	<choose a free number in the numbering plan> Agent Circular / search for longest idle / sequential 150 (15 sec) 3000 (300 sec)		

Note:

-Rotation timer: timer for unanswered calls set rotation within this P.G -
Ringing supervision timer :timer after which the calls overflow to a ringing supervision directory number
-Ringing supervision Dir N° : can be a set, an attendant, a speed dialling number, a PCX group…

3.2 Forwarding Processing group creation

Application	Expert tool	Tab	
Path	/Applications /CCD /Processing Group		
Action	Create		
Directory Number: Name: Type: Forwarding Dir N°:	<choose a free number in the numbering plan> Forwarding Directory number to which incoming calls to this P.G are routed.		

Note:

Possible Forwarding Dir N° are: set, agent, supervisor, attendant, attendant group, speed dialling number, pilot, voice mail, PCx group…

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3.3 Rerouting Processing group creation

Application	Expert tool	Tab	
Path	/Applications /CCD /Processing Group		
Action	Create		

Directory Number:	<choose a free number in the numbering plan>
Name:	
Type:	Re-routing
Voice directory number:	Number of the external resource to which calls arriving on this P.G are routed. Possible numbers are : speed dialing numbers, network number, routing number, …
Data directory number:	Address of the external resource used by the virtual service in the case where the re routing directory number used for call distribution via the telephone link is an ARS prefix. Possible value: a network call prefix corresponding to a pilot on another node In the case where the remote pilot directory number (voice) is not an ARS prefix, this field must not be completed (the previous parameter "Voice directory number" is used by default).

3.4 Voice guide Processing group creation

Application	Expert tool	Tab	
Path	/Applications /CCD /Processing Group		
Action	Create		

Directory Number:	<choose a free number in the numbering plan>
Name:	
Type:	Voice guide
Guide number:	Voice guide number to be broadcast to the callers
Guide timer:	Voice guide broadcast duration
Number broadcast:	Number of times that the voice guide will be broadcast

Note:

*For the voice guide broadcast, the system uses either the duration **or** the number of times.*
If both parameters are managed, the system uses the number of times.

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4. Queue creation

4.1 Normal waiting queue creation

Application	Expert tool	Tab	
Path	/Applications /CCD /queue		
Action	Create		

Directory Number:	<choose a free number in the numbering plan>
Name:	
Type:	Normal
Distribution direction 0:	<enter a processing group number >
...	
Distribution direction 29:	
Wait queue superv. Timer :	3000 (300 sec)
Wait queue superv. Dir N°:	
Traffic sampling period:	5 mn (2mn min....15 mn max)
Max waiting time:	3000 (300 sec)

Note:

-Wait queue superv. Timer :timer after which a call exits a queue and is routed to the "wait queue superv. Timer Dir N°"
-Wait queue superv. Timer Dir N°: Enter the directory Number to which a call is switched when a call has been too long in a queue (set, agent, supervisor, speed dialing, pilot,…)
-Traffic sampling period : Enter the TSP value used to calculate the average waiting period
-Max waiting time : Enter the timeout duration (MWT) indicating that the waiting queue is congested. This parameter is used to define the queue capacity.

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4.2 Intelligent overflow (Mutual Aid) queue creation

Application	Expert tool	Tab	
Path	/Applications /CCD /queue		
Action	Create		
Directory Number: Name: Type: Distribution direction 0: ... Distribution direction 29:	<choose a free number in the numbering plan> Intelligent overflow <enter a processing group number >		

Note:

Only Forwarding or rerouting processing groups can be connected to an « intelligent overflow » queue

4.3 Redirection (Dissuasion) queue creation

Application	Expert tool	Tab	
Path	/Applications /CCD /queue		
Action	Create		
Directory Number: Name: Type: Distribution direction 0: ... Distribution direction 29:	<choose a free number in the numbering plan> Redirection <enter a processing group number >		

Note:

All processing groups types can be connected to a «redirection» queue

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5. Pilot creation

Application	Expert tool	Tab	
Path	/Applications /CCD /pilot		
Action	Create		
Pilot directory number: Name: Routing direction 0: ... Routing direction 19:	<choose a free number in the numbering plan> <enter a queue number >		

6. Routing rule creation

Application	Expert tool	Tab	
Path	/Applications /CCD /Pilot /Pilot Rule Guide		
Action	Create		
Pilot Directory Number: Pilot rule number: Name: **Greeting (norm)** Intro / greeting guide number: Intro / greeting guide timer: Broadcast number: **Level 1 to 5(norm)** Waiting time dependant table: Directory N°: Waiting guide : Waiting guide Timer: Broadcast number: Auto Cut waiting guide: **Level 6(norm)** Waiting time dependant table: Directory N°: Waiting guide :	< enter a pilot directory number > 0-29 Normal mode 70 100 0 Parking voice guide in normal mode < Advanced feature > < Advanced feature, used for IVR or IAA > Voice guide number True / False < Advanced feature > < Advanced feature, used for IVR or IAA > 76 (Voice guide number)		
Greeting (gfo) Intro / greeting guide number:			

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Intro / greeting guide timer: Broadcast number: **Level 1 to 5(gfo)** Waiting time dependant table: Directory N°: Waiting guide : Waiting guide Timer: Broadcast number: Auto Cut waiting guide: **Level 6(gfo)** Waiting time dependant table: Directory N°: Waiting guide : **Greeting (blocked)** Intro / greeting guide number: Intro / greeting guide timer: Broadcast number: **Level 1 to 5(blocked)** Waiting time dependant table: Directory N°: Waiting guide : Waiting guide Timer: Broadcast number: Auto Cut waiting guide: **Level 6(blocked)** Waiting time dependant table: Directory N°: Waiting guide :	General forwarding mode <Advanced features, used for calls distribution when the pilot is closed> Blocked mode <Advanced features, used for calls distribution when the pilot is blocked>

Note:

If we want to configure only one waiting guide, we must configure the parking guide level 6.

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7. Routing rule configuration

Application	Expert tool	Tab	
Path	/Applications /CCD /Pilot / Pilot Rule Direction		
Action	Review / modify		

Pilot directory number:	<Enter a pilot directory number >
Pilot rule number:	0-29
Routing direction 0 - 19	
Queue directory number	Queue number (automatically displayed)
Priority (norm):	0 up to 9 (0 is the highest priority)
Queuing time handicap (norm):	<Advanced feature >
Direction Open (norm):	<To open or close the direction>
Priority (genfwd):	<Advanced feature>
Queuing time handicap (genfwd):	<Advanced feature>
Direction Open (genfwd):	<Advanced feature>
Direction Open (blo):	<Advanced feature>
Used for blockage (norm):	<Define if this direction is a main direction, a pilot must have one or several main direction>

Note:

That configuration is available if the pilot has one or several routing directions configured in STEP 5. Indeed, in STEP 5, we have associated each pilot with several queues

8. Routing rule assignment to a pilot

Application	Expert tool	Tab	
Path	/Applications /CCD /pilot		
Action	Review / modify		

Pilot directory number:	<choose the pilot number managed in STEP 5 >
Current pilot rule number:	<enter the routing rule number, created in STEP 6 >

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9. Distribution rule creation

Application	Expert tool	Tab	
Path	/Applications /CCD /Distribution Rule		
Action	Create		
Rule Number: Rule name: Active Rule:	< 0 to 29> Yes or No		

Note:

The distribution rule is common to the whole CCd matrix. At a time, there is only 1 active CCd distribution rule.
A distribution rule is not associated to a specific queue or to a specific processing group.

9.1 Distribution rule: resource selection

Application	Expert tool	Tab	
Path	/Applications /CCD /Distribution Rule /Resource selection configuration		
Action	Review / Modify		
Rule Number: Queue Directory Number: **Distribution direction 0 - 29** Processing group Dir. No.: Resources selection priority: Handicap on LIT: Direction Open:	< 0 to 29 > < enter a queue number created in STEP 4> < P.G number is displayed > < 0 to 9> < Advanced feature> < True or False >		

Note:

This management step is used to manage a priority. In this menu, all the processing groups which have been associated to the queue in the STEP 4 will be available.

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9.2 Distribution rule: call selection

Application	Expert tool	Tab	
Path	/Applications /CCD /Distribution Rule /Call selection configuration		
Action	Review / Modify		

Rule Number:	< 0..29 >
PG Directory Number:	< enter a P.G number created in STEP 3 >
Distribution direction 0 - 29	
Queue Directory number:	Queue number (automatically displayed)
Call selection priority:	< 0 to 9, not available for dissuasion and mutual-aid>
Handicap on waiting time:	<Advanced feature>
Distribution threshold:	<Advanced feature>
Predictible Distri Threshold:	<Advanced feature>
Direction Open:	True or False

Note:

This configuration is available only if some waiting queues have been associated to processing groups in STEP 4

10. ACD authorized set (physical sets) creation

Application	Expert tool	Tab	
Path	/Users		
Action	Create		

Directory number:	< enter a free directory number >
Shelf address:	ACT number
Board address:	Board number
Equipment address:	Equipment number
Set type:	4035T, 4037, 4004, ANALOG
ACD station:	ACD authorized phone set

Note:

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11. Agent station (virtual set) creation

Application	Expert tool	Tab	
Path	/Users		
Action	Create		
Directory number:	< enter a free directory number >		
Shelf address:	255		
Board address:	255		
Equipment address:	255		
Set type:	4035T or 4037(4035 & TSC IP)		
ACD station:	Agent		

Note:

If the ACD authorized set is a 4037 set, the agent station has to be a 4037 set

12. Supervisor station creation

Application	Expert tool	Tab	
Path	/Users		
Action	Create		
Directory number:	< enter a free directory number >		
Shelf address:	255		
Board address:	255		
Equipment address:	255		
Set type:	4035T or 4037(4035 & TSC IP)		
ACD station:	Supervisor		

Note:

If the ACD authorized set is a 4037 set, the supervisor station has to be a 4037 set

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13. CCD users (agent and supervisor) properties

Application	Expert tool	Tab	
Path	/Applications /CCD /CCD users / CCD operations data management		
Action	Review / modify		
Directory number: Type of CCD user : Associated phone set : Self- assignable agent : Secret code expected :	<Enter an agent or supervisor directory number > Agent / supervisor (automatically displayed) True / False True / False		

Note:

-Associated phone set : if agent is mobile, leave this parameter empty; if this agent is fixed, enter to ACD authorized phone set on which the agent will log on
-Self-assignable agent : if enabled, during the log on procedure, the agent will be allowed to choose his processing group number(among the list of attachment)
-Secret code expected :If enabled, this agent has to enter is secret code during the log on procedure

14. Attachment list for CCD users

Application	Expert tool	Tab	
Path	/Applications /CCD /CCD users / CCD operations data management / List of attachments		
Action	Create		
Directory number: Processing group number : Preferential processing group :	<Enter an agent or supervisor directory number > <Enter P.G directory number >		

Note:

An agent must be attached to a processing group to allow log-on attempts to this processing group.
–Preferential processing group : if managed, at log-on procedure, the agent will be automatically assigned to this processing group ; A supervisor can't have any preferential processing group

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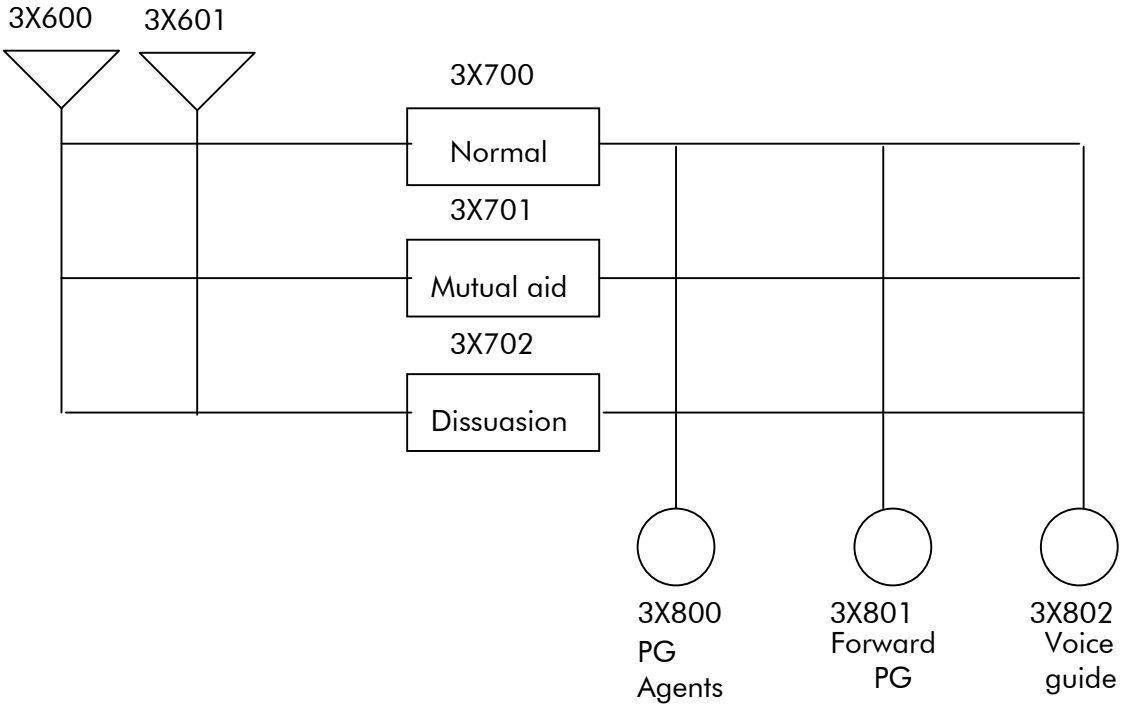
HANDS-ON EXERCISES
Alcatel OmniTouch Contact Center

OBJECTIVE:

- To create a CCd matrix (pilots, queue, …)

MANAGEMENT

1. Create the following CCD matrix



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Declare :

- The 2 pilots, the 3 waiting queues and the 3 processing groups (X=Node Number)
- 3 "ACD authorized" sets (3X000,3X001,3X002)
- Two "agent" sets (N°:3X500 and 3X501)
- One "supervisor" set (N°:3X502)

- The agent 3X500 will be fixed (set 3X000) and self-assignable
- The agent 3X501 will be mobile but not self-assignable
- The agent 3X501 has a preferential processing group (3X800)
- The secret code is disable for both of them

2. Manage the routing & distribution rules :

- In normal state, the pilot 3X600 is connected first to the normal waiting queue; this one uses the agent processing group. In case of congestion, the mutual aid waiting queue will be used. This waiting queue is connected to the forward processing group (forward to the analog set 3X010)
- In normal state, the pilot 3X601 is connected first to the normal waiting queue; this one uses the agent processing group. In case of congestion, the dissuasion waiting queue will be used. This dissuasion waiting queue is connected to the voice guide processing group (use the default voice guide number 1)

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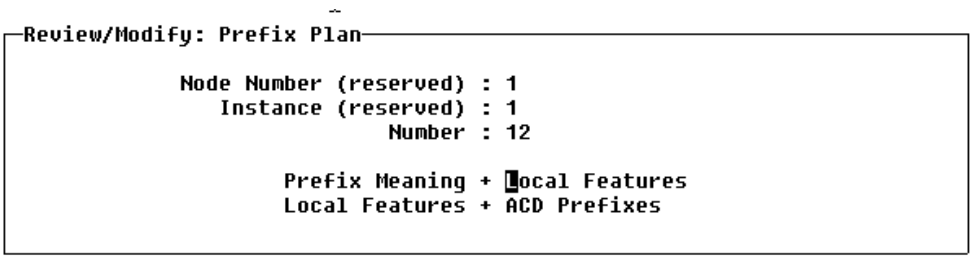
HANDS-ON EXERCISES SOLUTIONS
Alcatel OmniTouch Contact Center

OBJECTIVE:

- To create a CCd matrix

MANAGEMENT

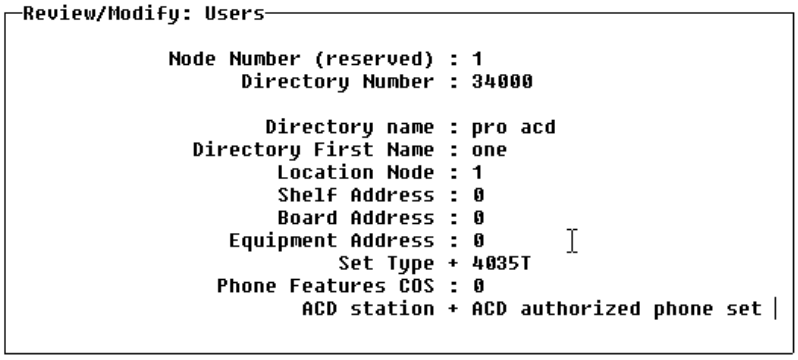
1. Manage the ACD prefix : go to "Translator / prefix plan / create"



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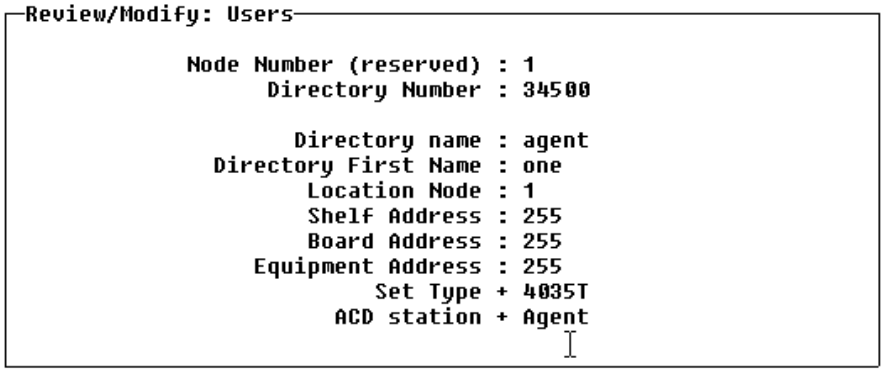
2. Manage the “acd authorized” sets : go to “Users / Create”

 - Example given: X = node number = 4
 - Do this management for the sets 3X000,3X001,3X002



3. Manage the “agent and supervisor sets” sets : go to “Users / create ”

 - Example given: X = node number = 4
 - Do this management for the sets 3X500,3X501,3X502



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4. Allow the “acd prefix” use in the “acd authorized” and in the “agents / supervisors” sets phone C.O.S :

 - Go to : “classes of service / phone features COS / Review/modify “

```
Review/Modify: Phone Features COS

            Node Number (reserved) : 1
               Instance (reserved) : 1
                Phone Features COS : 0

                                PCX Services

      Speed call to associated set : 1
              Access Callback list : 0
              Last Caller Callback : 0
                Paging call answer : 0
                 Voice Mail Access : 0
      Wake-up/appointment reminder : 0
                         Tone test : 1
                     Collect telex : 0
                      Collect text : 0
                       Collect fax : 0
                   Message deposit : 0
                      Text deposit : 0
                     Image deposit : 0
                       ACD Prefixes : 1
```

5. Manage the processing groups : go to “Applications / CCD / Processing groups / create”

 - Example given: X = node number = 4

 - Do this management for the PG 3X800,3X801,3X802

 - PG 3X800 : PG type = agent

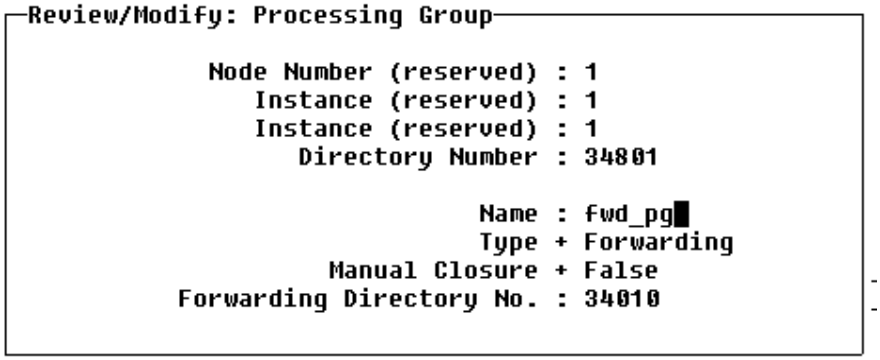
```
Create: Processing Group

            Node Number (reserved) : 1
               Instance (reserved) : 1
               Instance (reserved) : 1
                  Directory Number : 34800

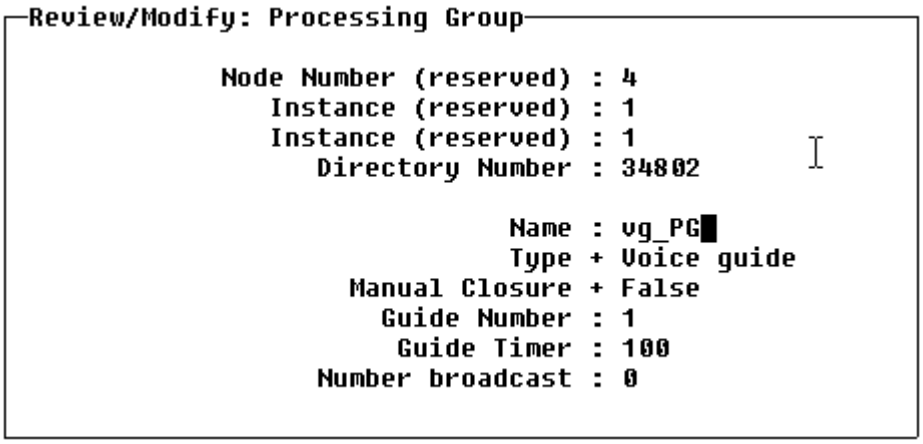
                                Name : agent_pg
                                Type + Agent
```


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- PG 3X801 : PG type = forwarding



- PG 3X802 : PG type = voice guide ….



6. Manage the waiting queues : go to “Applications / CCD / Queue / create”

 - Example given: X = node number = 4

 - Do this management for the queues 3X700,3X701,3X702

 - 3X700 = Waiting queue type : Normal and declare the reachable processing groups (in this example, the agent P.G)

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```
Review/Modify: Queue

            Node Number (reserved) : 4
               Instance (reserved) : 1
               Instance (reserved) : 1
                  Directory Number : 34700

                              Name : Norm_wq
                              Type + Normal
          Distribution direction 0 : 34800
          Distribution direction 1 : --------
```

- 3X701 = Waiting queue type : Intelligent overflow (= mutual aid) and declare the reachable processing groups (in this example, the forwarding P.G)

```
Review/Modify: Queue

            Node Number (reserved) : 4
               Instance (reserved) : 1
               Instance (reserved) : 1
                  Directory Number : 34701

                              Name : mutual_aid
                              Type + Intelligent Overflow
          Distribution direction 0 : 34801
          Distribution direction 1 : --------
```

- 3X702 = Waiting queue type : Redirection (= dissuasion) and declare the reachable processing groups (in this example, the voice guide P.G)

```
Review/Modify: Queue

            Node Number (reserved) : 4
               Instance (reserved) : 1
               Instance (reserved) : 1
                  Directory Number : 34702

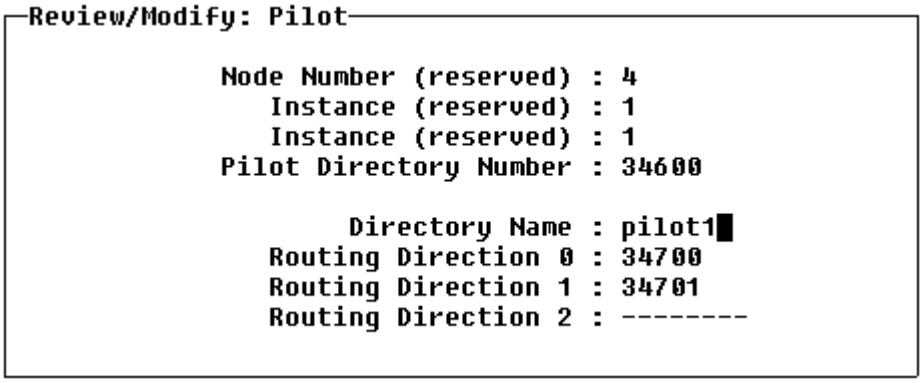
                              Name : dissuasion
                              Type + Redirection
          Distribution direction 0 : 34802
          Distribution direction 1 : --------
```


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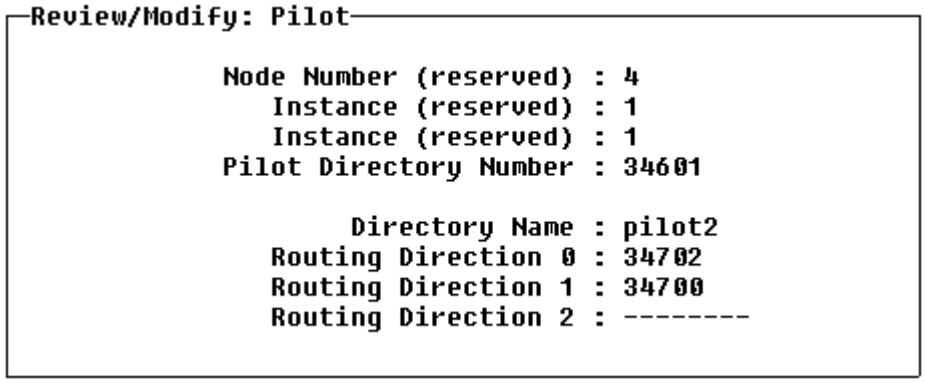
7. Manage the pilots : go to “Applications / CCD / Pilot / create”

 - Do this management for the pilots 3X600,3X601 and declare the queue which are reachable for each pilot

 - Pilot 3X600 is linked with the queues 3X700 & 3X701



 - Pilot 3X601 is linked with the queues 3X700 & 3X702



8. Manage the routing rules :

 - In normal state, the pilot 3X600 is connected first to the normal waiting queue; this one uses the agent processing group. In case of congestion, the mutual aid waiting queue will be used. This queue is associated to the forwarding P.G

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- Go to : "Applications / CCD / Pilot / Pilot rule Guide / create "

 - Specify the voice guides (greeting, parking voice guides) used by this pilot, according to its state (normal, general forwarding, blocked)

```
Review/Modify: Pilot Rule Guide

               Instance (reserved) : 1
               Instance (reserved) : 1
            Pilot Directory Number : 34600
                 Pilot Rule Number : 0

                              Name : Rule_0

                           Greeting (norm)

Intro/Greeting Guide No. (Present) : 70
Intro/Greeting Guide Timer (Pres.) : 100
                  Broadcast Number : 0

                           Level 1 (norm)

      Waiting time dependant table : -1
                     Directory No. : --------
                     Waiting Guide : 71
                Waiting Guide Timer : 100
                  Broadcast Number : 0
```

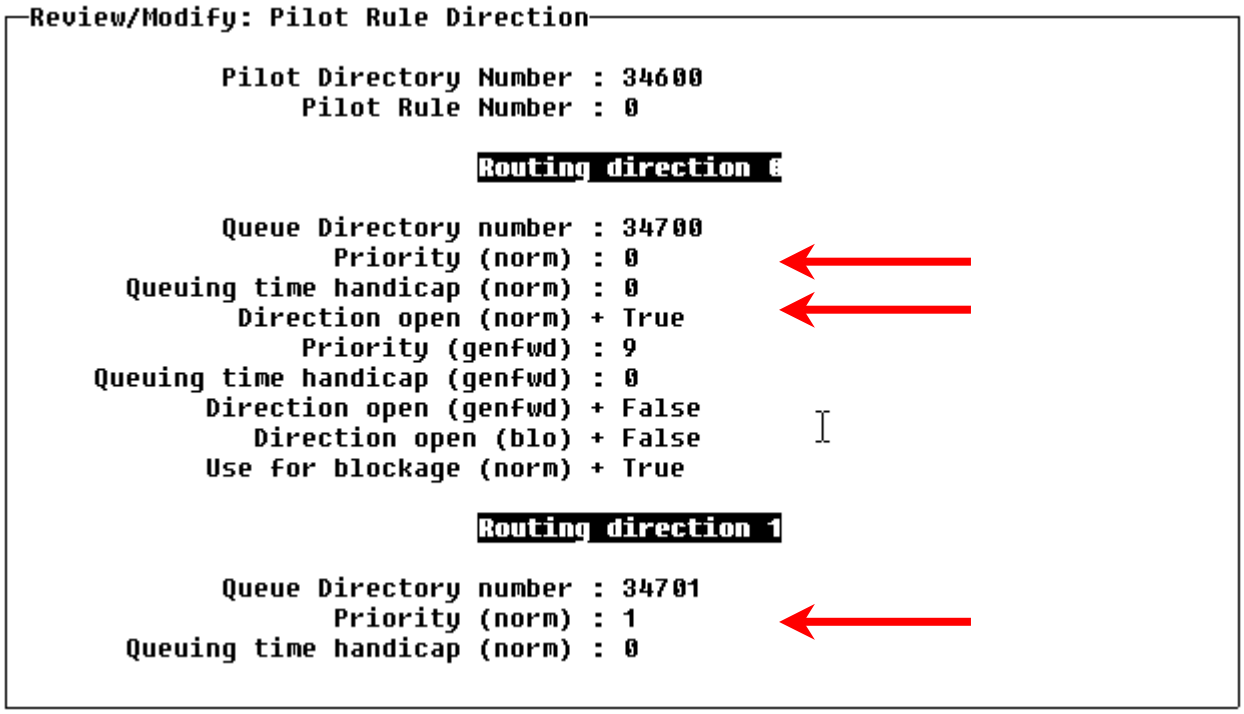
- Go to : "Applications / CCD / Pilot / Pilot rule direction / review/modify "

 - In this management menu, you can open or close a direction (towards a queue) according to the pilot status (normal, general forwarding, blocked) and you can manage the priority values

 - In this example, the pilot 34600 can use 2 queues (34700 and 34701)

 - The queue 34700 will be used first because of its priority value (0); in case of congestion, the queue 34701 will be used (priority=1)

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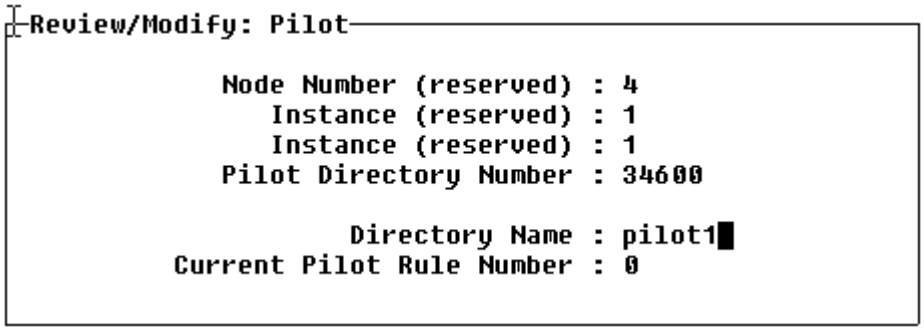


- Do the same management for the pilot 3X601

 - In normal state, the pilot 3X601 is connected first to the normal waiting queue; this one uses the agent processing group. In case of congestion, the dissuasion waiting queue will be used. This dissuasion waiting queue is connected to the voice guide processing group

9. Routing rule assignment to the pilot

- Go to "Applications / CCD / Pilot / review/modify" and assign the routing rule managed previously to the pilot



- Do the same management for the pilot 3X601

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10. Manage the distribution rules

- In normal state, the pilot 3X600 is connected first to the normal waiting queue; this one uses the agent processing group. In case of congestion, the mutual aid waiting queue will be used. This queue is associated to the forwarding P.G

- In normal state, the pilot 3X601 is connected first to the normal waiting queue; this one uses the agent processing group. In case of congestion, the dissuasion waiting queue will be used. This dissuasion waiting queue is connected to the voice guide processing group

- Go to : "Applications / CCD / Distribution rule / Create "

```
Review/Modify: Distribution Rule

            Node Number (reserved) : 1
               Instance (reserved) : 1
               Instance (reserved) : 1
                       Rule Number : 0

                              Name : Rule_0
                       Active Rule + True
```

- Go to : "Applications / CCD / Distribution rule / resources selection configuration / review/modify "

 - For each queue, open the direction and manage a resource selection priority

 - Queue 3X700 is linked to processing group 3X800, with a resource selection priority 0

```
Review/Modify: Resource selection configuration

            Node Number (reserved) : 4
               Instance (reserved) : 1
               Instance (reserved) : 1
                       Rule Number : 0
            Queue Directory Number : 34700

                        Distribution direction 0

          Processing group Dir.No. : 34800
      Resource selection priority : 0
                  Handicap on LIT : 0
                   Direction open + True
```

 - Queue 3X701 is linked to processing group 3X801, with a resource selection priority 0

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```
Review/Modify: Resource selection configuration

            Node Number (reserved) : 4
               Instance (reserved) : 1
               Instance (reserved) : 1
                       Rule Number : 0
            Queue Directory Number : 34701

                          Distribution direction 0

          Processing group Dir.No. : 34801
        Resource selection priority : 0
                    Handicap on LIT : 0
                     Direction open + True

                          Distribution direction 1

          Processing group Dir.No. : --------
        Resource selection priority : 9
                    Handicap on LIT : 0
                     Direction open + False
```

- Queue 3X702 is linked to processing group 3X802, with a resource selection priority 0

```
Review/Modify: Resource selection configuration

            Node Number (reserved) : 4
               Instance (reserved) : 1
               Instance (reserved) : 1
                       Rule Number : 0
            Queue Directory Number : 34702

                          Distribution direction 0

          Processing group Dir.No. : 34802
        Resource selection priority : 0
                    Handicap on LIT : 0
                     Direction open + True

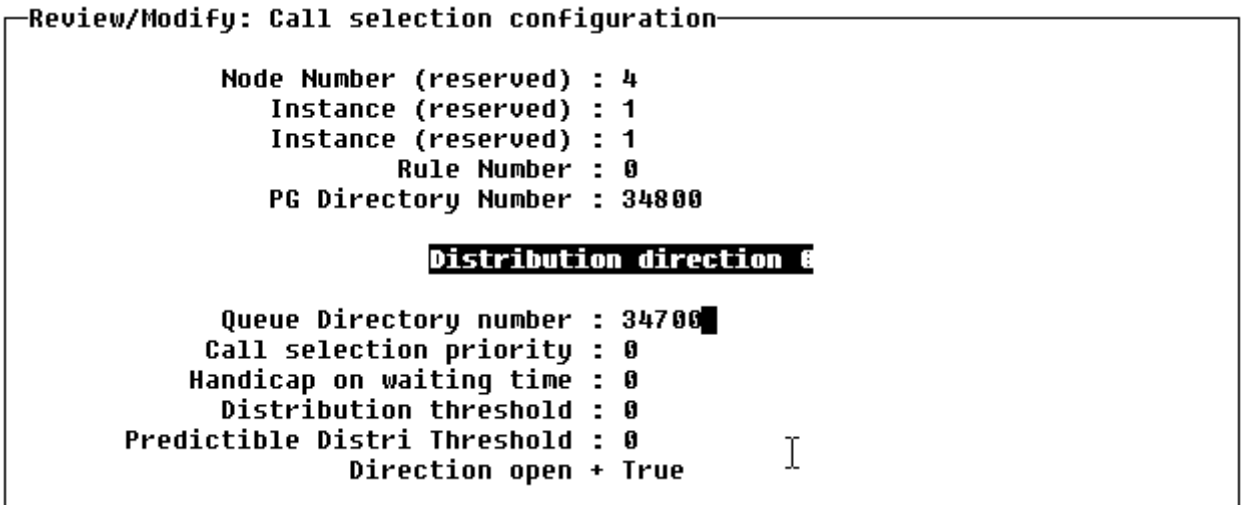
                          Distribution direction 1

          Processing group Dir.No. : --------
        Resource selection priority : 9
                    Handicap on LIT : 0
                     Direction open + False
```

- Go to : “Applications / CCD / Distribution rule / Call selection configuration / Review/modify ”

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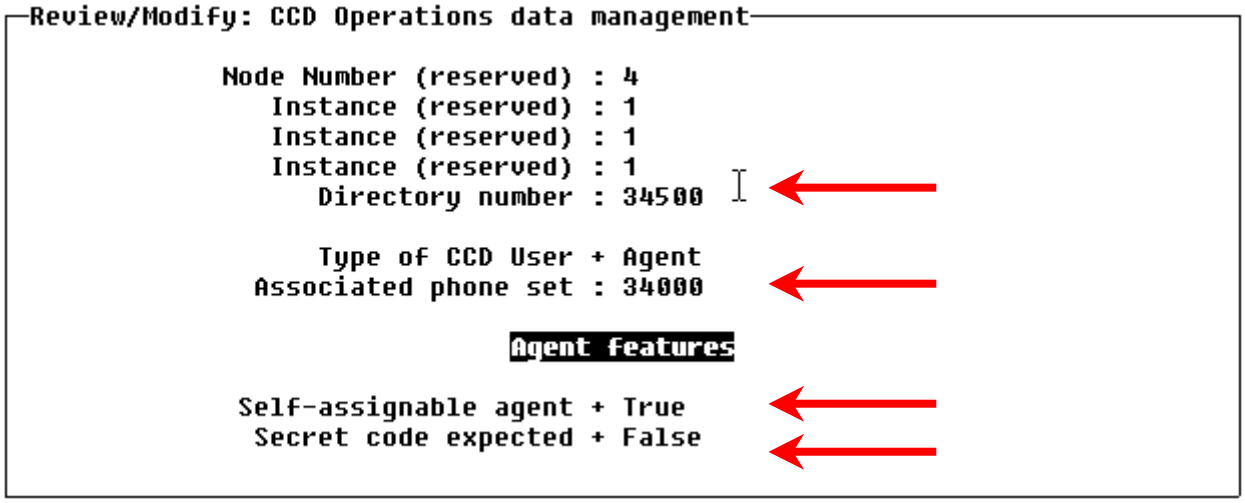
- For the Agent processing group, manage the call selection priority, and open the direction



11. Manage the CCD users properties

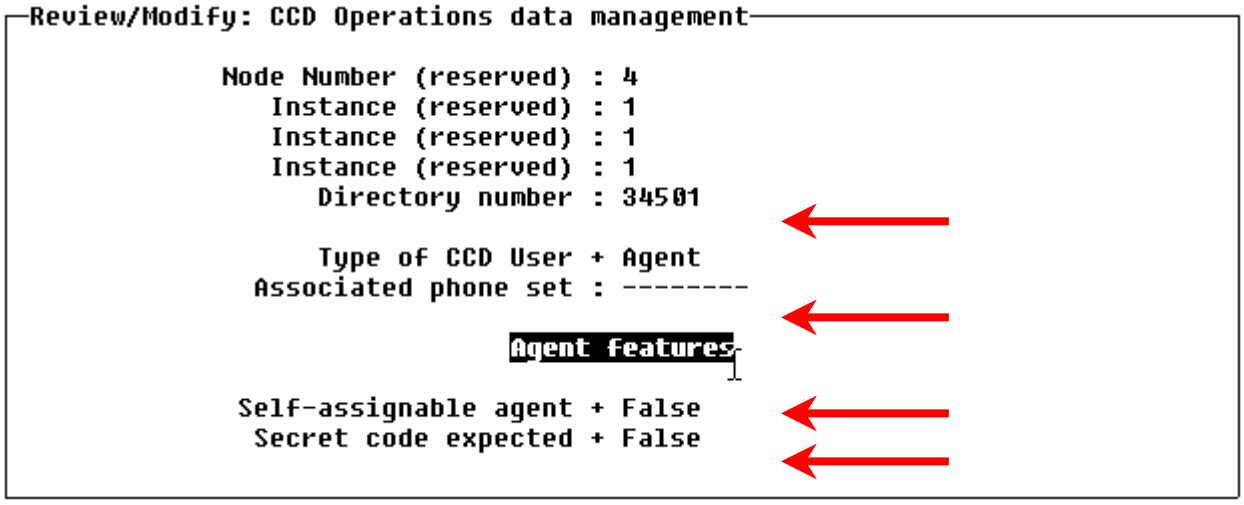
- The agent 3X500 will be fixed (set 3X000) and self-assignable
- The agent 3X501 will be mobile but not self-assignable
- The secret code is disable for both of them

- Go to : "Applications /CCD/ CCD users / CCD operations data management / Review/modify "



Do the management for the agent 3X501

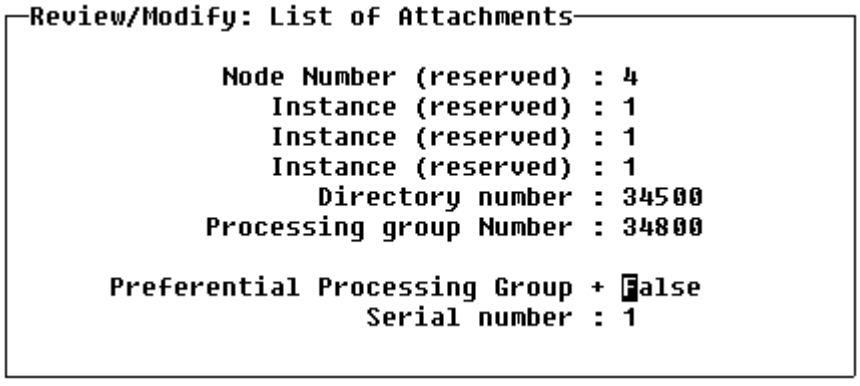
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12. Create the agents / supervisor attachment list

- Go to : "Applications / CCD / CCD users / CCD operations data management / List of attachments / Create "

 - The agent 34500 is allowed to log on in the processing group 34800



- Do the same management for the agent 34501 and for the supervisor 34502

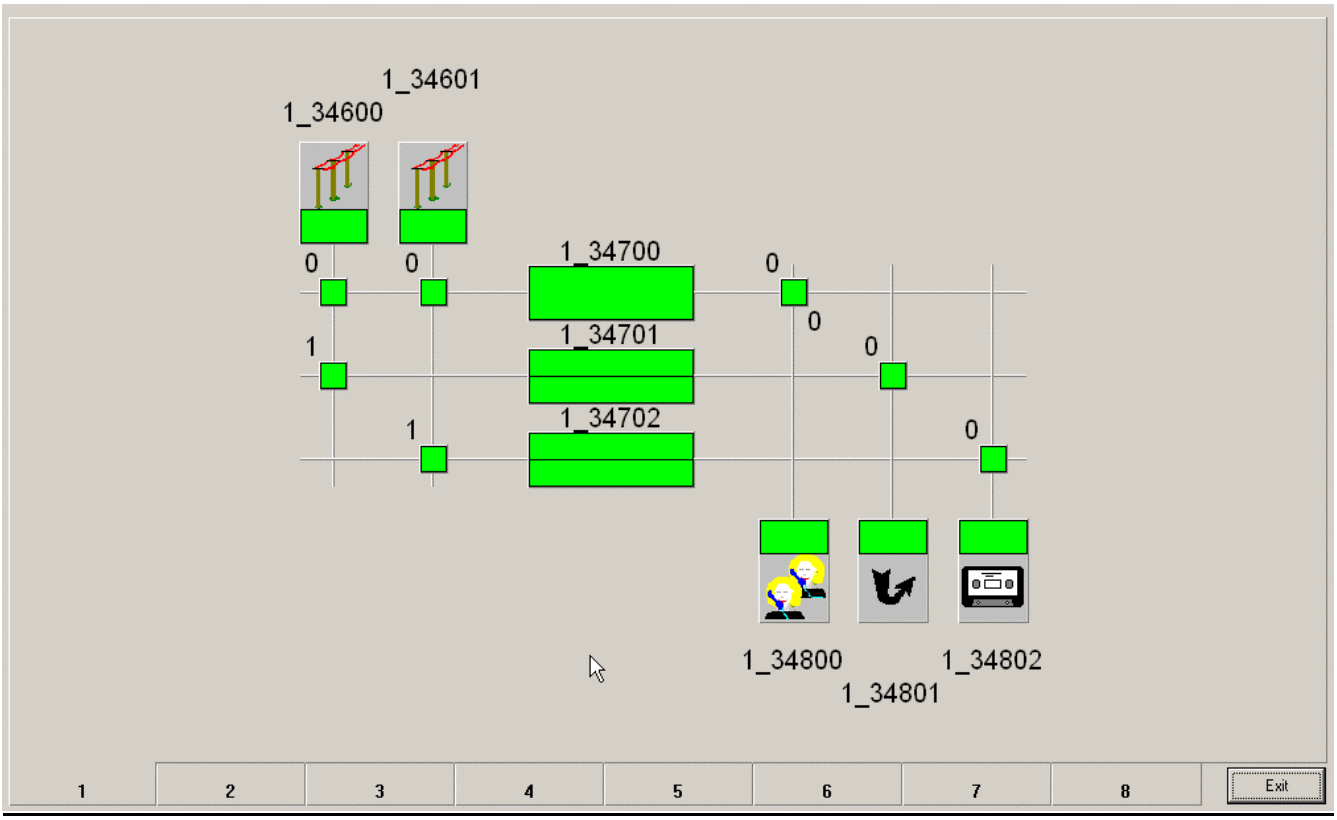
- Don't forget the manage a preferential P.G for the agent 34501

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```
Review/Modify: List of Attachments

            Node Number (reserved) : 4
               Instance (reserved) : 1
               Instance (reserved) : 1
               Instance (reserved) : 1
                  Directory number : 34501
          Processing group Number  : 34800

    Preferential Processing Group + True
                      Serial number : 2
```



The matrix is the following one

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Alcatel OmniTouch Contact Center

Contact Center Supervision Overview

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OBJECTIVE:

- ◆To understand the connection of the CCsupervision-Alcatel OmniPCX Enterprise
- ☞To know the various functionalities of the CCsupervision in monosite and multisite
- ☞To know the principles of operation with the AFE

Contact Center Supervision (CCs) overview

- The CCs supervision station is part of the «OmniTouch-Contact Center» product line
- The CCsupervision software, installed on a PC, is connected to the PCX by an Ethernet or a PPP link
- CCs allows to control and to manage the CCdistribution (or CCD) application (MAIN_AFE process)
- A supervision station cannot create any object relative to call distribution (trunk groups, pilots, queues, processing groups, agents, wall-mounted displays), but can create supervisors and distribution rules

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Different type of CCs

Different types of CCs are available

Full CCs, which offers full features

- Mono-site : it means that only a connection to a single PCX is allowed at a time
- Multi-site : it means that connections to several PCX are allowed at the same time (10 connections maximum)

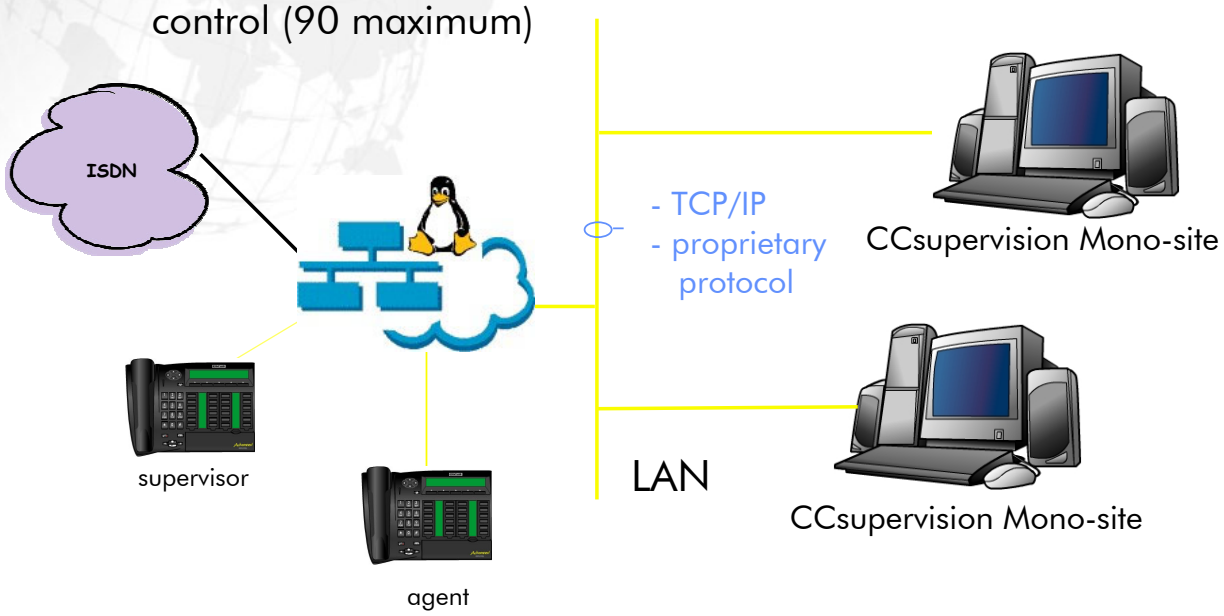
CCs light

- Restricted features
 - Excel statistic files are not available
 - Objects management is limited (only agent, wall-display and team can be managed)
 - Call routing rule & call distribution rule management is limited (no priority, open/close directions is impossible..)
 - New supervisor/administrator can't be created
 - E.W.T table can't be created…

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Mono-site CCs

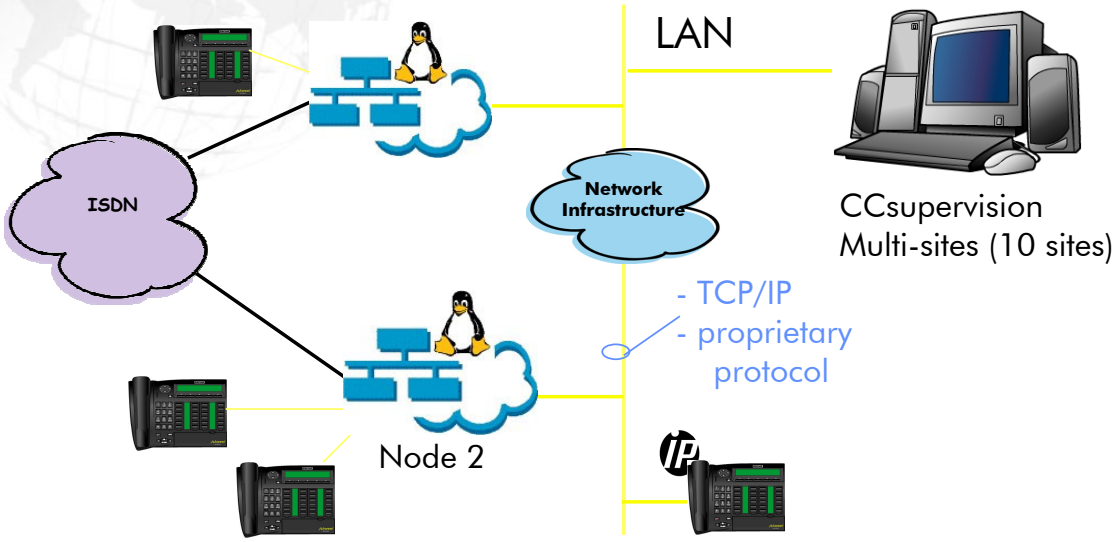
- A mono-site CCs can be connected to only 1 PCX at a time
- The number of mono-site connection to a PCX is under OPS control (90 maximum)



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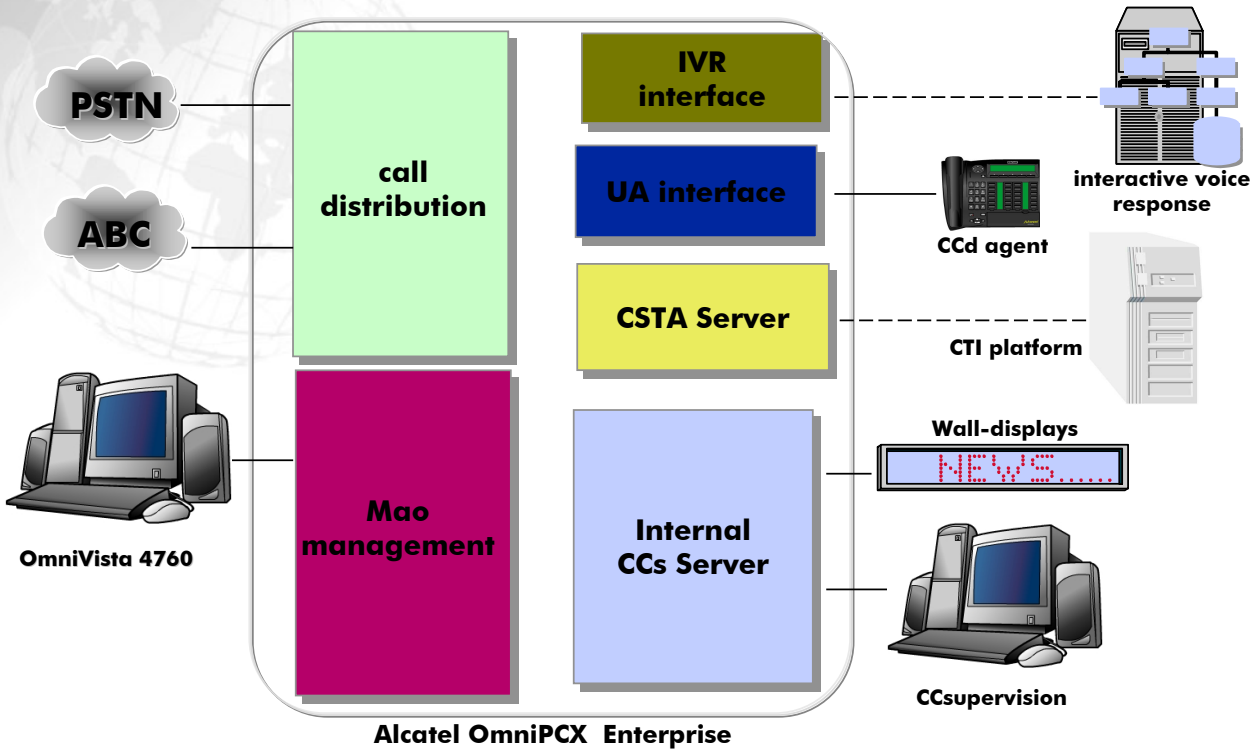
Multi-site CCs

- A multi-site CCs can be connected to several PCX at a time
- The number of multi-site connection to a PCX is under OPS control (90 maximum)



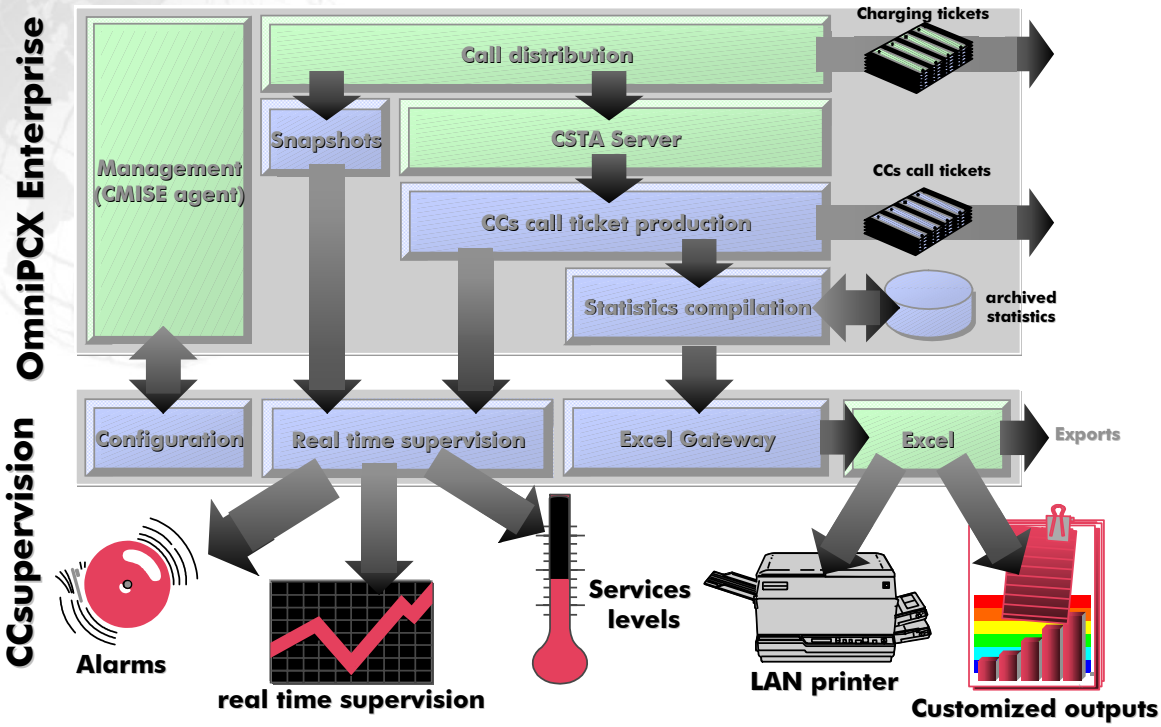
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Alcatel OmniPCX Enterprise Architecture



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CCs & OmniPCX Enterprise interaction



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- CCs main functions are as follows :
 - System configuration
 - Management of the CCd objects
 - Management of the services levels
 - Management of the Alarms
 - Call distribution settings
 - Wall-Displays
 - Real time supervision
 - Statistics and archiving
 - Reporting functions

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- System configuration:
 - Real time refresh frequency (1..50 sec) for real time information refresh
 - MSP (5 mn …60 mn) for statistic on MSP
 - CCs language
 - Change the account password…
- Management of CCd objects
 - Agents / supervisors modification
 - Team creation
 - Processing groups modification
 - Waiting queue modification
 - Pilots modification …

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Management on the agents

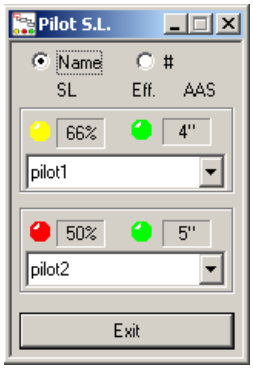
- To force a log-off/log- on
- To enter / exit a processing group
- To cancel a withdraw
- To attach the agent into a processing group
- To reset the agent secret code
- Change name / first name
- To change characteristics
 - Fixed / mobile
 - Preferential group
 - Self-assignable
 - Password enable / disable

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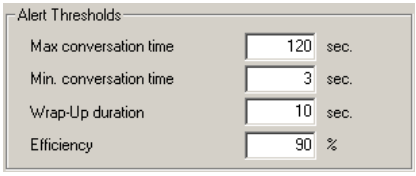
- Management of pilots services levels
 - % of answered calls within a threshold



 - Efficiency (call failure rate)
 - Calls abandoned or received / calls served
 - Average answer time



- Alarms
 - Alarms for functional problems (IP problem…)
 - Alerts when alert thresholds set by supervisor are exceeded



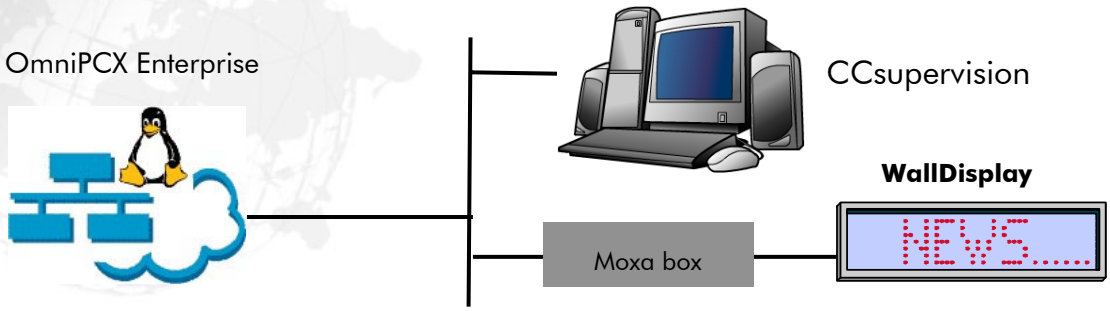
 - Indications (modification of Enterprise database)

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The smart connection.
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- Call routing / call distribution rule
 - Creation or modification or deletion are possible
 - Routing and distribution rules can be activated manually or automatically, by calendar, from the CCs
 - Calendar management
 - Pilot state management (general fwd, blocked, normal)
 - Voice guide assignment according to the pilot state
 - Call routing priority management
 - Open/close queue
 - Open/close processing group
 - Resource selection priority management
 - Call selection priority management

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- Wall displays connected to PCX through a V24 link
 - Automatic or interactive mode (sending messages)

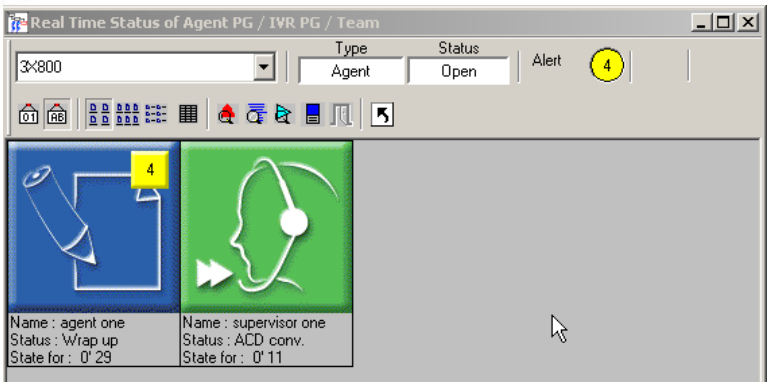


 - Automatic mode means that a mask (predefined parameters concerning pilot or processing group) is applied, and information contain in the mask will be displayed
 - Interactive mode means that a text will be enter manually by the administrator, by using the CCs, and will be displayed during a predefined period on the wallboard

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Real time supervision

- Snapshot refreshed every 3 seconds(by default), providing:
 - Object status: pilot, queue, agent, group
 (open, closed, ready, congested, agent talking, etc...)
 - Traffic indicators
 (number of calls waiting, ringing time, inactivity time, etc...)
 - Alarms indication
 - E.g: Agent PG real time information

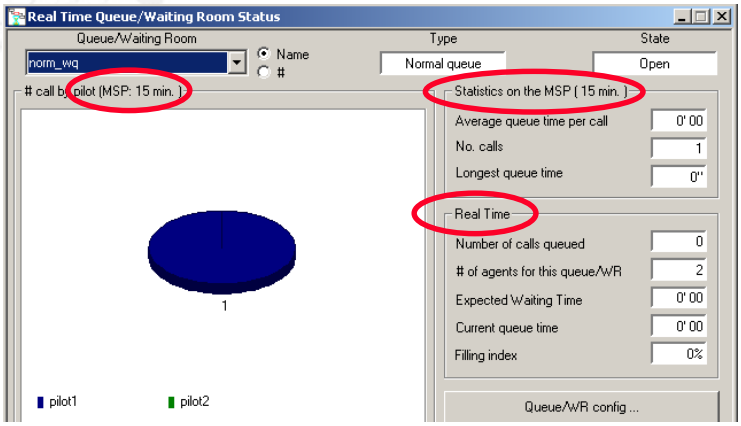


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Real time supervision

- Real time statistics, updated at the end of each call, providing:
 - Real time information in number of calls…
 - Statistic over the Monitoring Sampling Period (MSP)
 - Refreshed each “refreshed period * 10” (by default: 3 sec * 10 = 30 sec)

E.g: real time information concerning a waiting queue

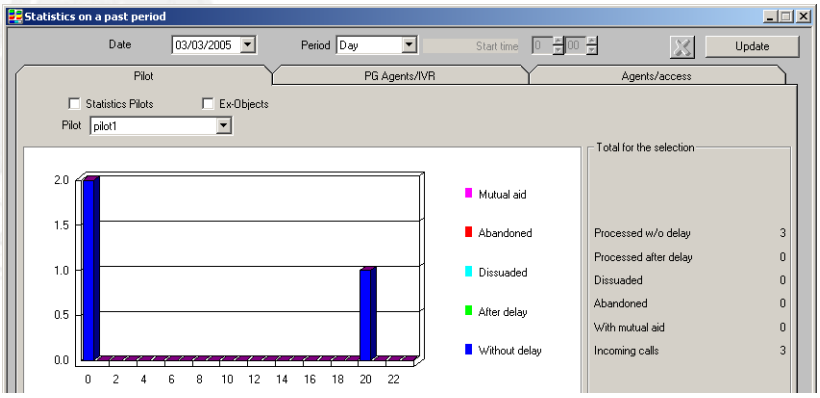


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Statistics & archiving

Via Performance

- Restricted information concerning pilot, agent/IVR PG, agent



Via Excel

- Predefined or customized statistic reports
- Detailed (15 min/30 min/1 h) for five weeks
- Daily history for twelve months
- Edition, reports savings, printing

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Alcatel OmniTouch Contact Center

CCs Installation

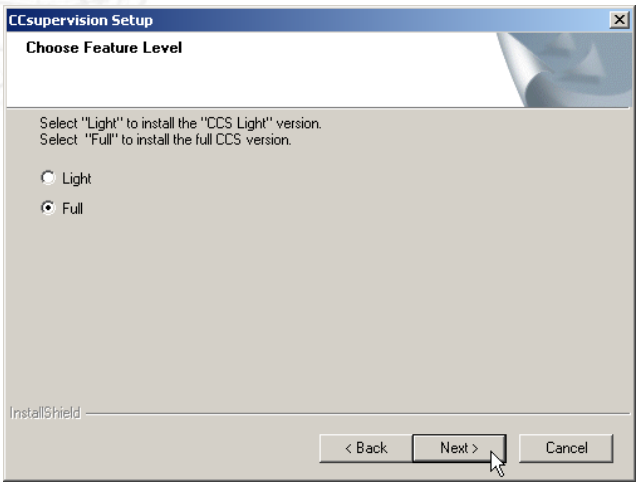
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OBJECTIVE:

- To know the CCsupervision installation procedure
- To describe the “CCs.ini” file
- To describe the “CCs.log” file
- To describe the “prelogin.txt” file

CCs installation procedure

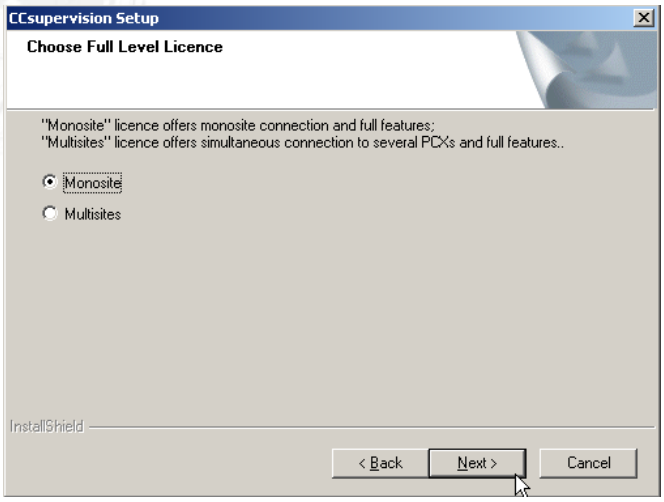
- Run « set-up.exe »
- Choose the CCs feature level
 - CCs light : restricted features
 - Full CCs : full features



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CCs installation procedure

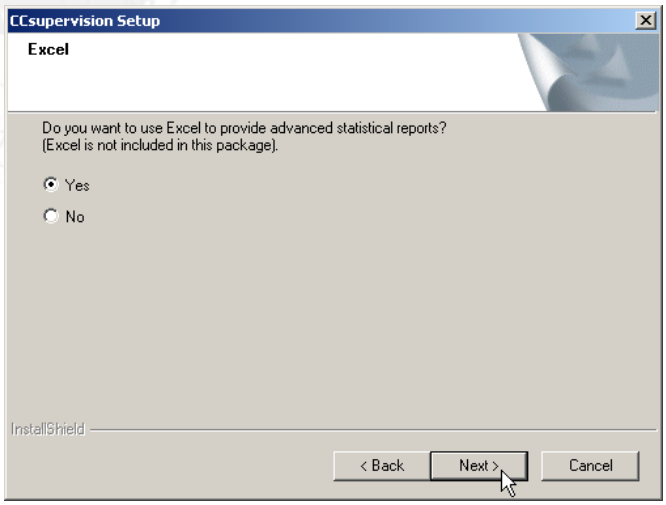
- In case of « Full CCs », choose between :
 - A mono-site CCs (1 single connection to a PCX at a time)
 - A multi-site CCs (10 connection maximum at a time)



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CCs installation procedure

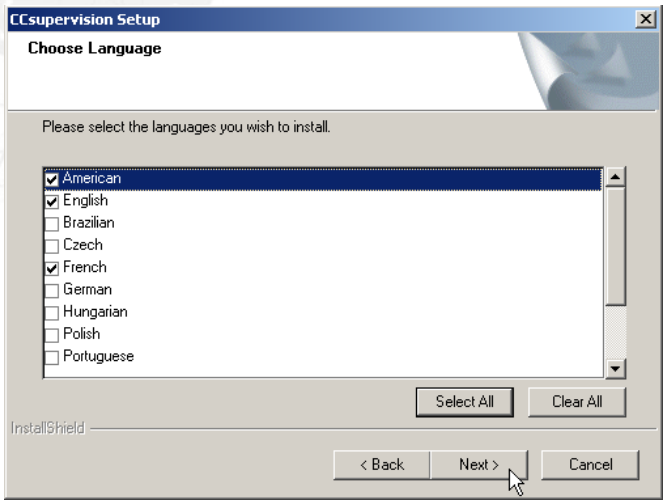
- Do you want to use Excel as a gateway to create statistic reports?



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CCs installation procedure

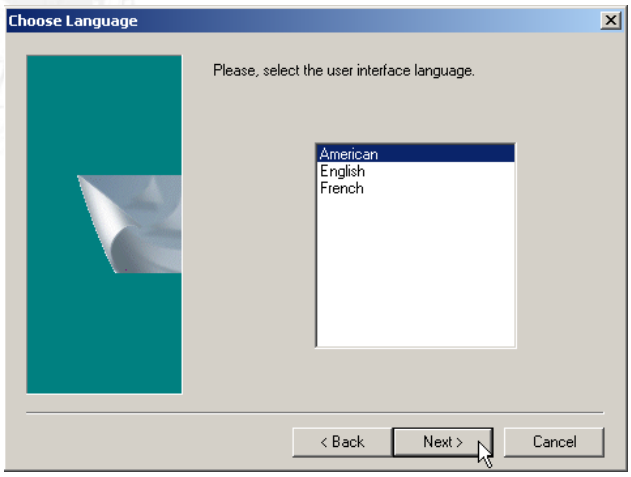
- Choose the different languages which will be available in the CCs for the CCsupervisor



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CCs installation procedure

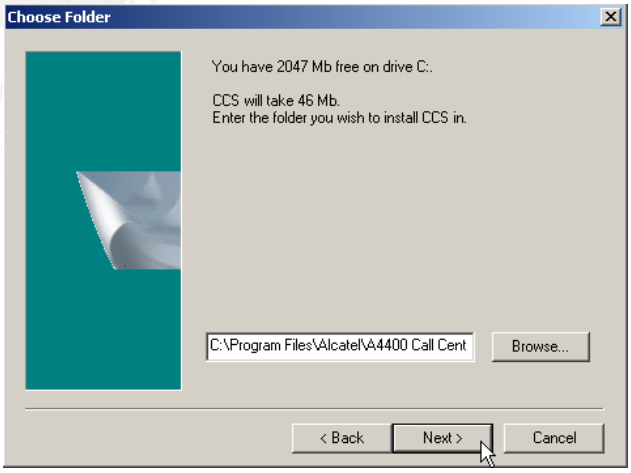
- Select the default CCs interface language
- This language will be used also for the Excel statistic reports



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CCs installation procedure

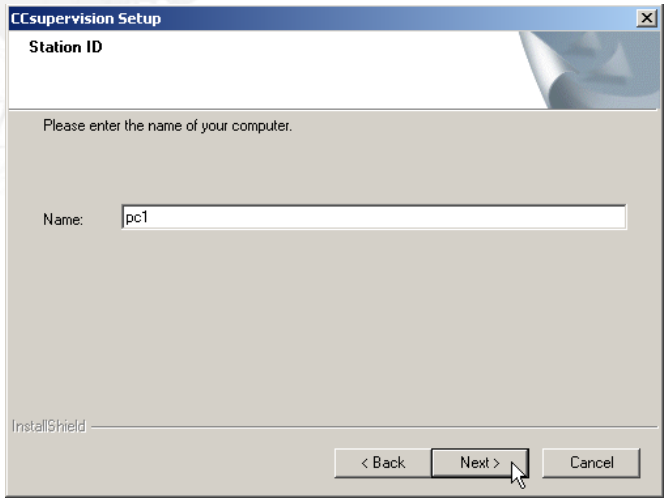
- Specify the CCs installation directory
 - By default, C:/Program Files / Alcatel / A4400 Call center supervisor



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CCs installation procedure

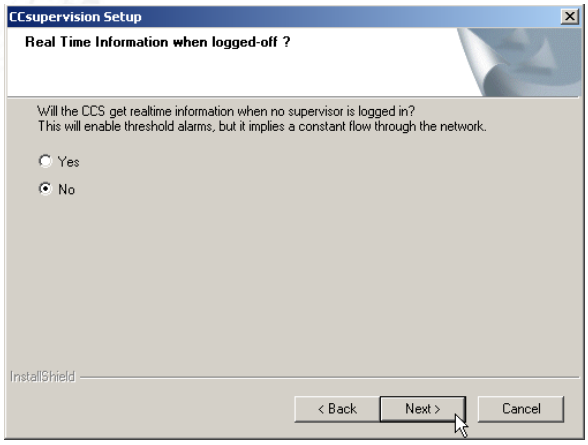
- Enter the name of the computer (not very important!)



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CCs installation procedure

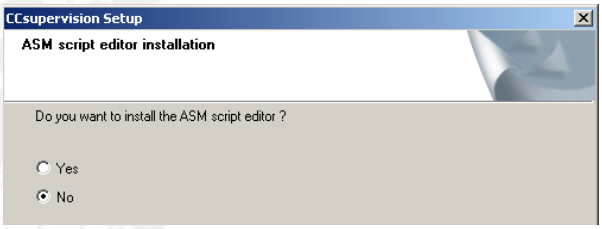
- When no CCs user is logged in, will the CCs get real time information?
 - Yes : threshold alarms remain enabled, but traffic on the LAN will be generated
 - No : threshold alarms are disabled; no traffic on the LAN



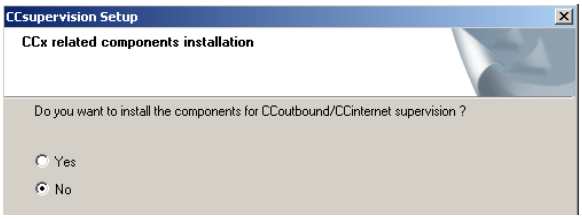
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CCs installation procedure

- Don't use ASM script editor (ACR application)



- Don't use components for CCo/Cci



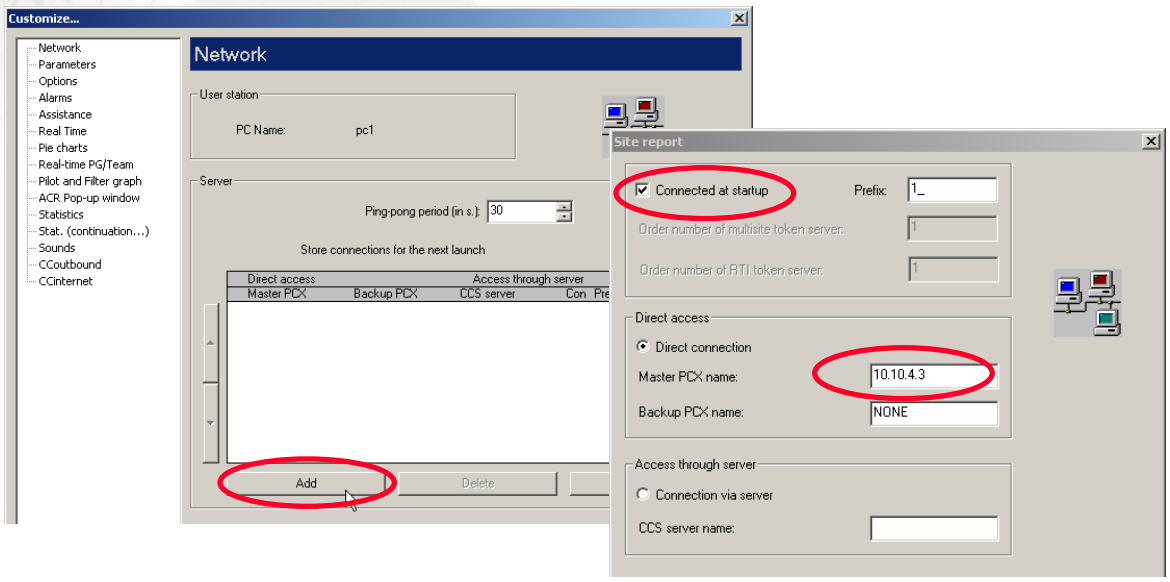
- CCs installation is finished

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PCX ←→ CCs connection

Customize the sites

- Go to CCs menu -> View ->Customize->Network



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- **"Connected at start up"**

The CCS will connect to this site at its starting.

-**"Direct access**":

These parameters are used when the CCS connects directly to the PBX (the PBX is the information server of the CCS :

- "Master server": IP name of the PBX, or name of the master PBX (duplicated architecture),
- "Backup server": in the case of a duplicated architecture, if the master PBX cannot be reached, the supervisor application can work with a Backup PBX (if your installation provides one). If your installation does not provide a Backup PBX, please set the name to NONE.

These names must be the same as the names indicated after the Ethernet addresses in the file :

C:\NET\TCP\HOSTS if you use NetWare LAN WorkPlace,

C:\NETMANAGE\HOSTS if you use Chameleon Netmanage,

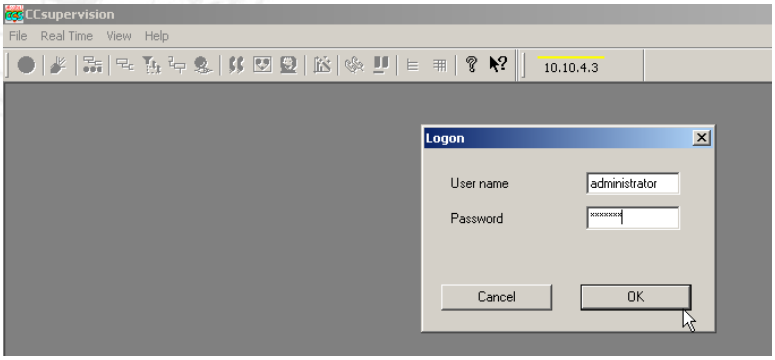
C:\WINDOWS\HOSTS if you use Microsoft TCP/IP,

-**"Access through server":**

Parameter to be used if you connect to the PBX through an external CCS server (the PBX is then freed of the load of managing the CCS connections):

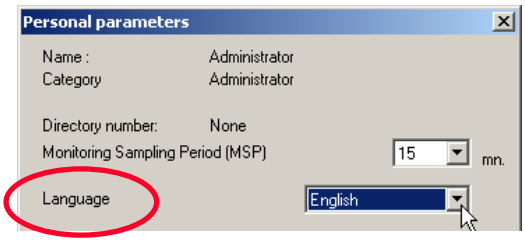
CCs starting

- Log-on window:
 - User name: administrator
 - Password: alcatel



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- New CCs user accounts
 - It's possible to create new user accounts (administrator or supervisor), and to assign specific rights for each of them (explained in the next chapter)
- CCs interface language
 - It's possible to modify the CCs language
 - Go to : Configurations / Personal parameters



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CCs.ini file

- This file is located in the CCs installation directory
- It contains the CCs settings
- Some CCs settings concerning the display of different windows, threshold settings,.....can be adjusted using the "CUSTOMIZE" window
- This window is used to modify settings in the CCs.ini file without having to edit them manually
 - Any risk of error is avoided and the procedure simplified
- Parameters contained in the CCs.ini file have been grouped by topic and there is a tab for each topic

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CCs.ini file

- It's possible to modify some parameters directly from the "CCS.ini" file

```
[network]
;file version number
version=6.0.86.30

;name of your PC Station; must be unique in your network
my_name=pc1

;period of verification of the connexion with the CCD ( in seconds )
;should not be under 30 if you use Excel; may be increased if you get
disconnections while asking excel
;statistics through a slow network
PingPongPeriod=30

; Monosite or Multisite CCS ?
MultiSite=0

; CCS light ? (if =1, requires CCSLight token; if =0, requires Monosite or
Multisite token according Multisite parameter)
CcsLight=0

;Sites specifications; for each site :
;Site n°=master name, master port, backup name, backup port, Site prefix, CCS token
server order, RTI token server order
;Note : Windows 95 does not support TAB characters inside the parameters
Site 1=10.10.4.3,      2538,          NONE,      2538,      1_,    1,    1
```

AlcatelUniversity The smart connection.
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Multi-site

Multi-site = 0 means that's a mono-site CCs

Multi-site = 1 means that's a multi-site CCs

⇒it's possible to switch from mono-site to multi-site without uninstalling the CCs software, only by modifying this parameter

CCsLight

CCsLight = 0 means that's a Full CCs

CCsLight = 1 means that's a CCs Light

=>it's possible to switch from Full CCs to CCs Light without uninstalling the CCs software, only by modifying this parameter

Site1

Here we retrieve the node declared from the CCs menu (windows / customize / Network)

CCs.ini file

Hour adjustment between CCsupervision and Alcatel OmniPCX Enterprise

```
[default_configuration]

; Time Zone:For conversion from Universal Coordinated Time (UTC or GMT)) to Local Time (LT).
; syntax timezone=UTC-LT in hours[:min]

;     case A : the A4400 you are connected to does NOT manage time zones
;               : timezone =-0 (does not depend on your time zone)
;                Windows must NOT change hour automatically (see configuration panel)
;                Windows setting to GMT(Monrovia, Casablanca),
;                PC clock changed manually at the shifts between summer time and winter time

;     case B : the A4400 you are connected to manages time zones
;                : timezone=WINDOWS (follows Windows settings, can change automatically;
;                A4400 must be in the same time zone than PC if PBX protocol below 46)


timezone=WINDOWS
```

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CCs.ini file

Hour adjustment between CCsupervision and Alcatel OmniPCX Enterprise

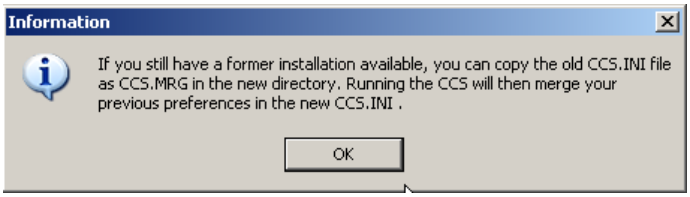
- Usually, the time zones are managed in the PCX, so in the “CCs.ini” file, **timezone = windows**
- Time zone management in the OmniPCX Enterprise
 - Go to swinst (password = SoftInst)
 - 2: Expert menu
 - 6: System management
 - 1: Date &time updte
 - 2: Set timezone



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CCS.ini translation

- In case of new CCs software release installation, it's possible to keep the "customized CCs.ini file" of the previous release by doing the following procedure:
 - Rename the old "CCs.ini" file in "CCs.MRG"
 - Install the new release (so, a new "CCs.ini" file will be created)
 - Copy the "CCs.MRG" file in the new CCs installation directory
 - Run the CCs
 - The previous CCs settings (contained in the CCs.MRG file) will be merged automatically into the new "CCs.ini" file



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CCs.log file

« CCs.log » file contains the CCs connection historic

```
07/03/05  10:14:11   ########## Opening the CCS application  ##########

07/03/05  10:14:11  Search for the protocol to use for the session on the site 10.10.4.3

07/03/05  10:14:11  10.10.4.3 : Try to connect
07/03/05  10:14:11  Creating Socket for 10.10.4.3
07/03/05  10:14:11  Socket created for 10.10.4.3
07/03/05  10:14:11  Connecting Socket to 10.10.4.3
07/03/05  10:14:12  Excel version : 9 (9.0)
07/03/05  10:14:12  10.10.4.3 : Protocol ID : 86
07/03/05  10:14:12  -------> This is a Protocol with token needed
07/03/05  10:14:12  CCS in NORMAL mode -> run the ask for licence process
07/03/05  10:14:12  10.10.4.3 : Try to connect
07/03/05  10:14:12  10.10.4.3 : Connection done
07/03/05  10:14:12  10.10.4.3 : Ask for a Multisites licence
07/03/05  10:14:12  10.10.4.3 : Licence delivered
07/03/05  10:14:12  Connect all the sites...
07/03/05  10:14:12  10.10.4.3 : Read catalog - Cumul Nb Obj : Pilots=2 RGs=3 PGs=3
Agents=4 Filters=20
07/03/05  10:16:23  10.10.4.3 : Request to free the licence

07/03/05  10:16:23   ########## Closing the CCS application ##########
```

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- "prelogin.txt" file
 - This file provides a pre-login screen used to display information on the CCS PC before supervisor login
 - Procedure:
 - Create a "prelogin.txt" file
 - Enter a text in this file
 - Copy this file in the CCs installation directory
 - By default: C:\Program Files\Alcatel\A4400 Call center supervisor
 - Run the CCs
 - A window, in which the text is displayed, will appear
 - Close this "pre-login" window
 - Enter the CCs user login/password

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HANDS-ON EXERCISES
Alcatel OmniTouch Contact Center

OBJECTIVES:

- CCsupervision installation
- CCsupervision configuration

MANAGEMENT:

1. Install the CCsupervision software in mono-site, in Full mode

2. Test Ethernet link between the PC and the PABX with ping command

3. Start de CCsupervisor
 - Log in
 - User name: Administrator
 - Password: "alcatel"
 - Declare the PCX in the CCs

4. Switch the CCs from mono-site to multi-site by modifying the "CCs.ini" file. Test it

5. Switch the CCs from Full mode to Light mode by modifying the "CCs.ini" file. Test it
 What are the main difference between Full & Light modes ?

6. Switch back the CCs from Light mode to Full mode by modifying the "CCs.ini" file.

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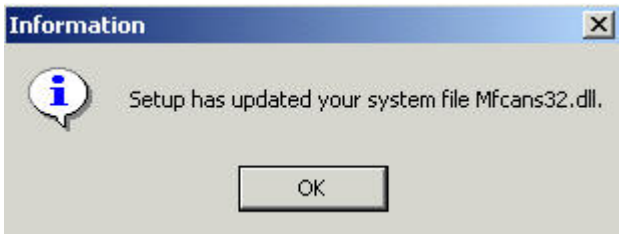
HANDS-ON EXERCISES SOLUTIONS
Alcatel OmniTouch Contact Center

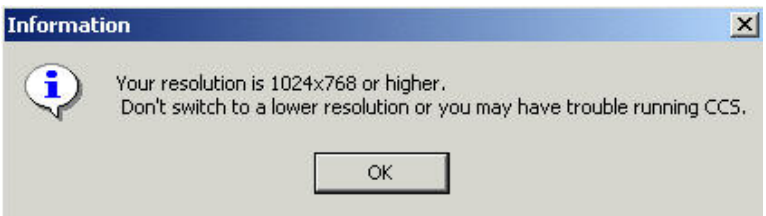
OBJECTIVES:

- CCsupervisor installation in R6.0 (CCS Full, CCS Light)
- CCsupervisor configuration

MANAGEMENT:

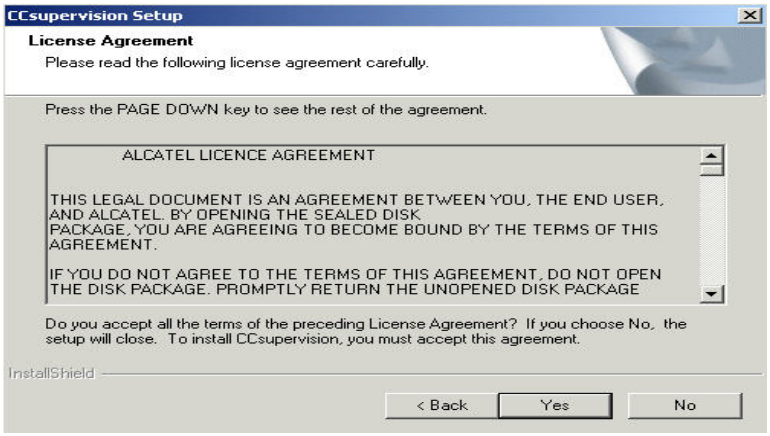
1. Install the CCsupervisor software in mono-site and in full mode
 Setup.exe

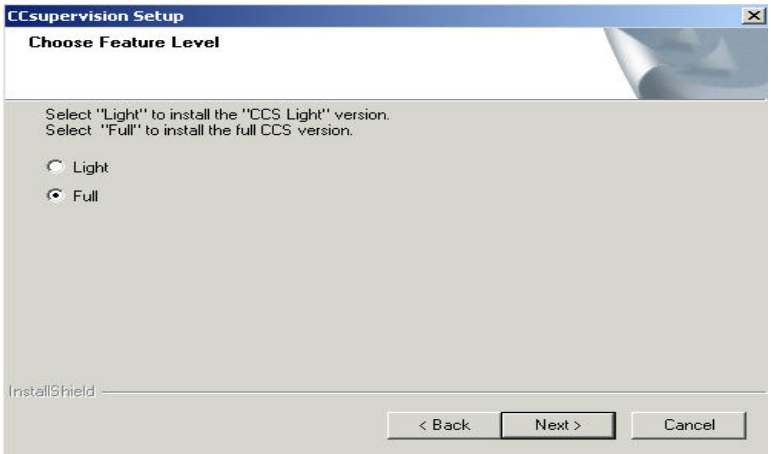




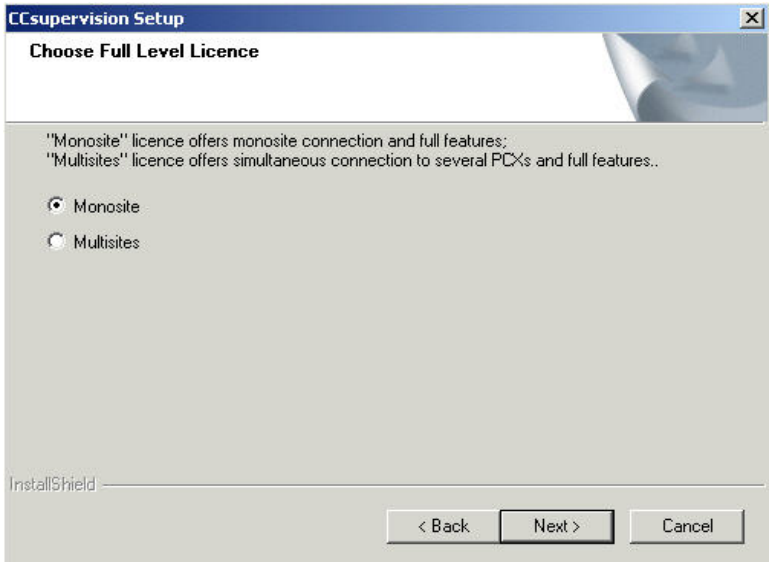
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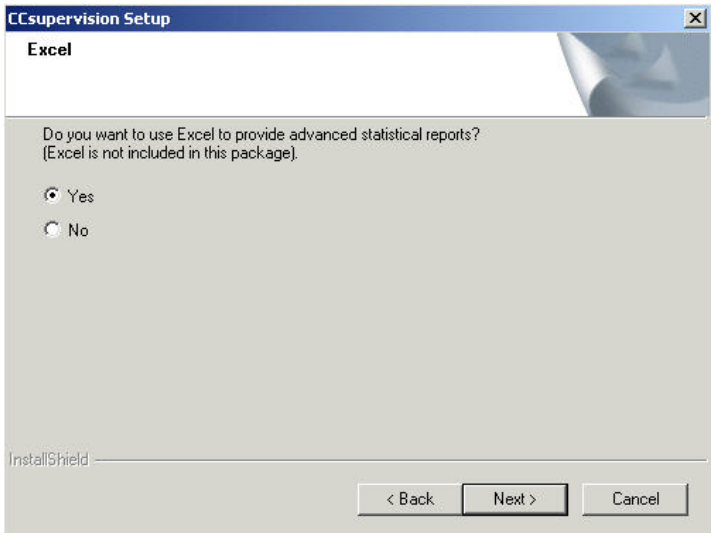




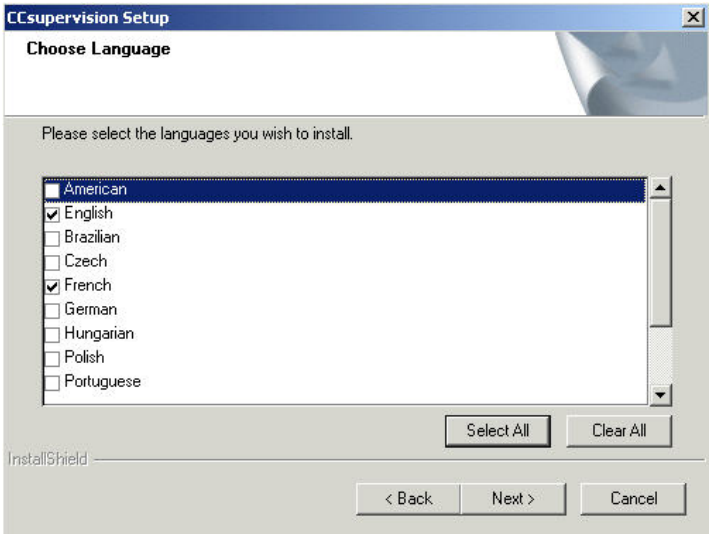


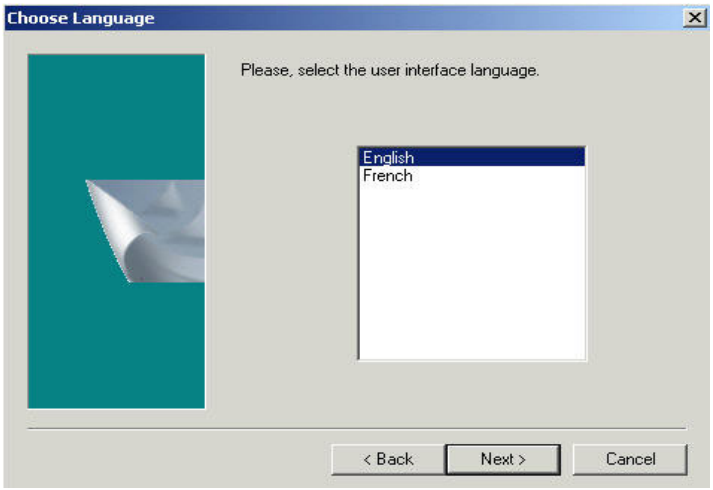
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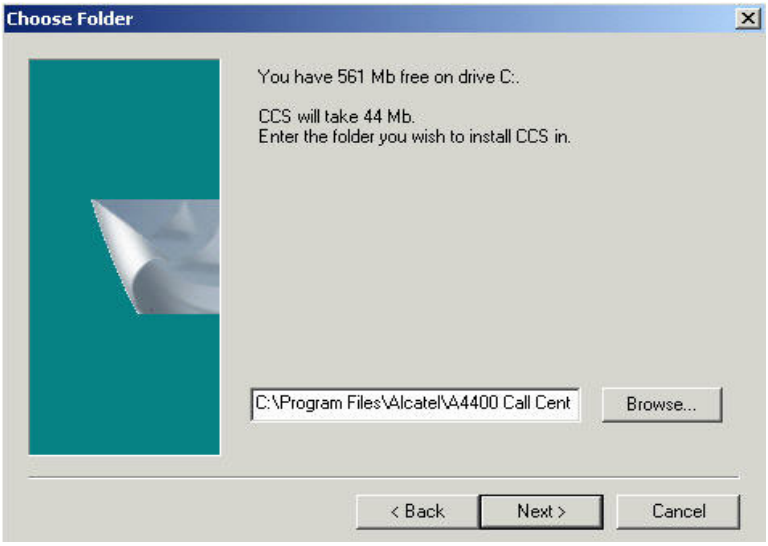


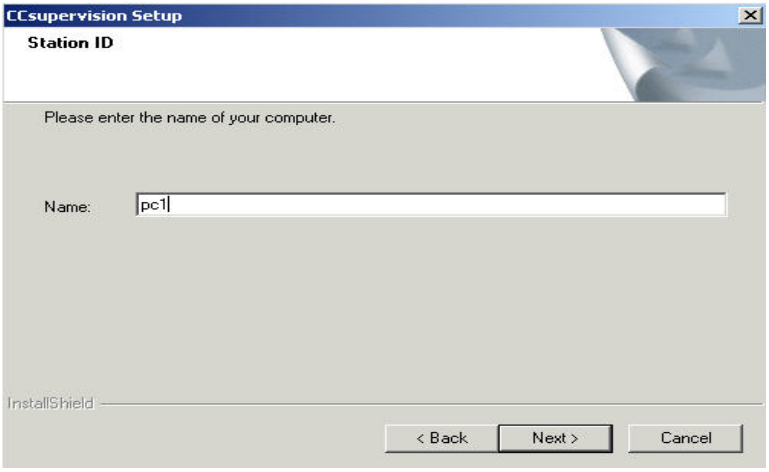
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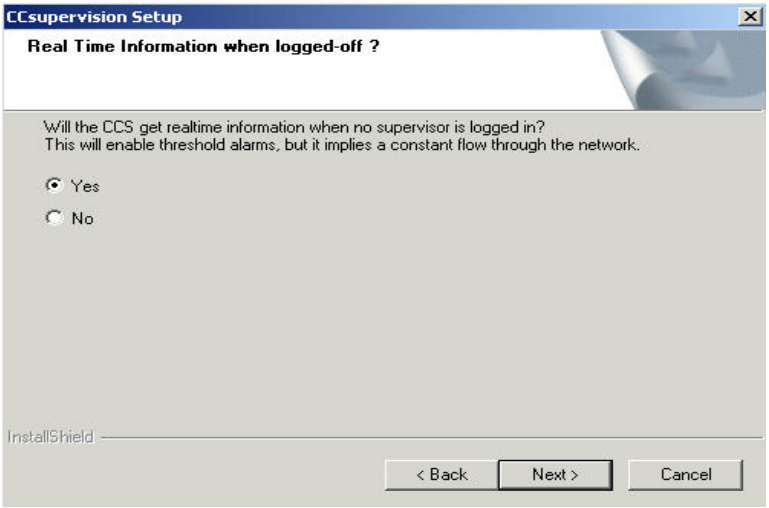




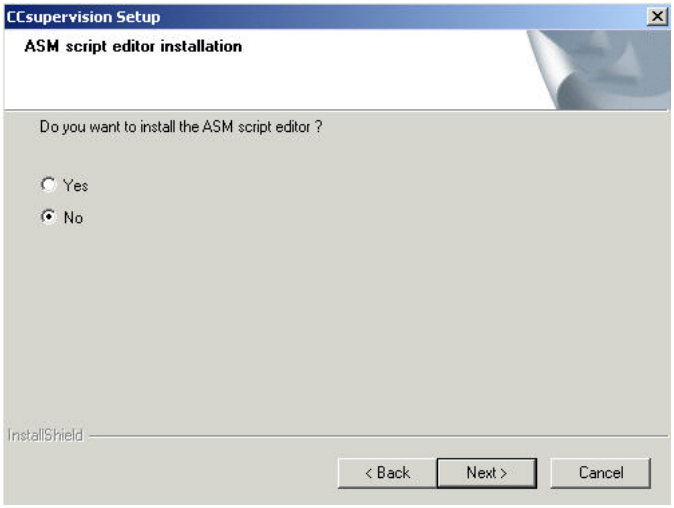
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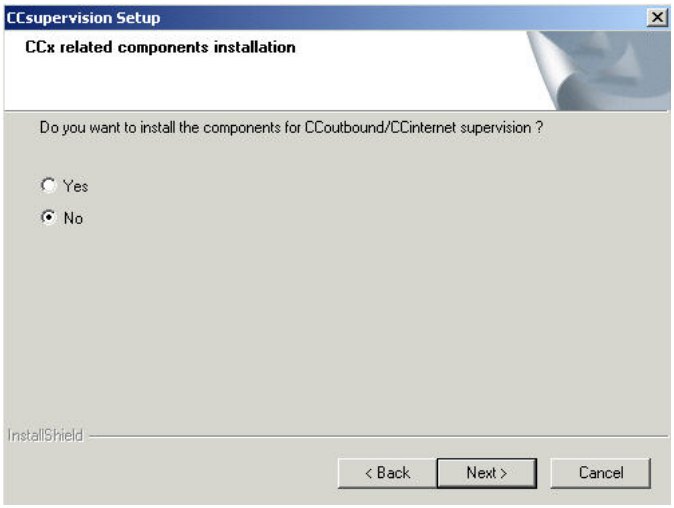


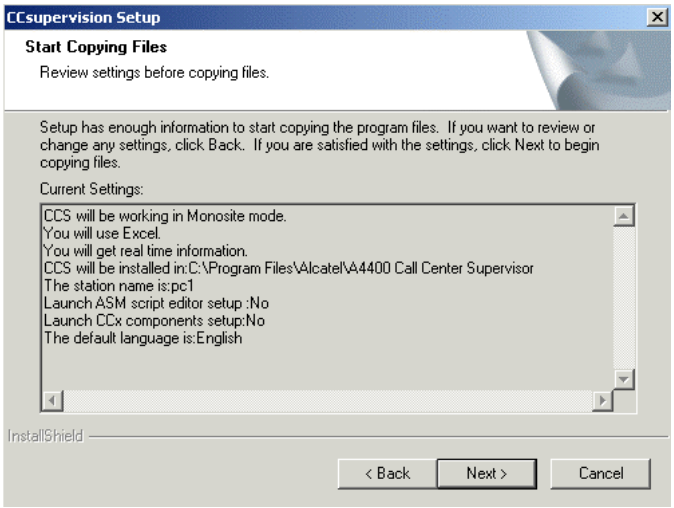




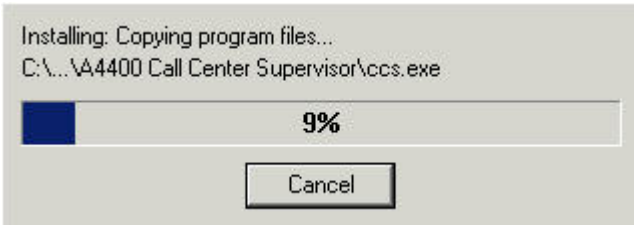
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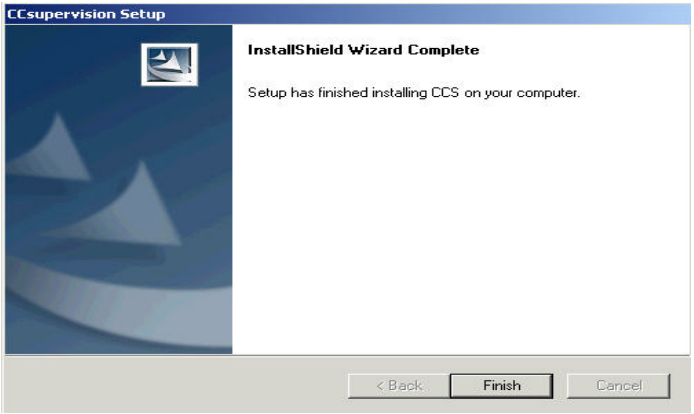
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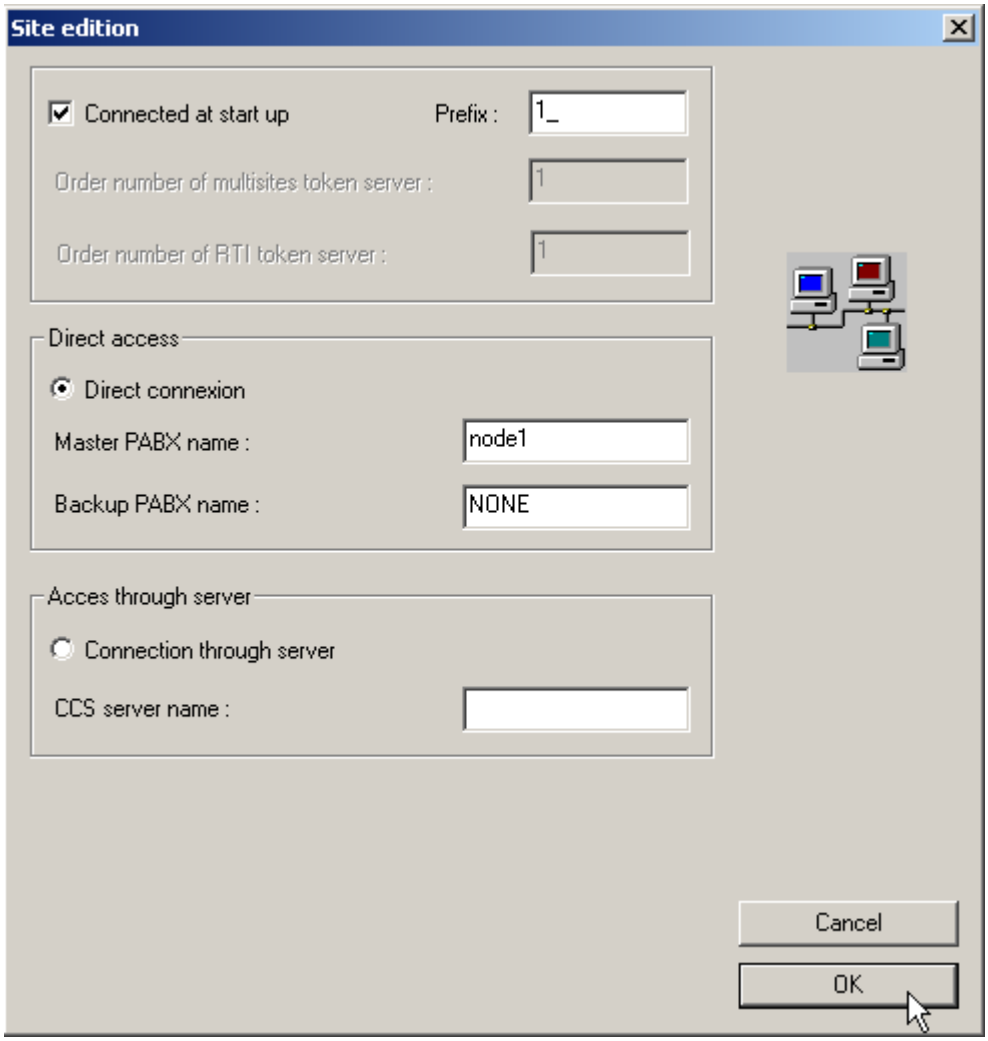
2. Test Ethernet link between the PC and the PABX with ping command

3. Start de Ccsupervisor

 - Declare the PCX in the CCs

 - Configure the PC hosts file (if there is not a DNS server)
 e.g: node1 10.1.1.1

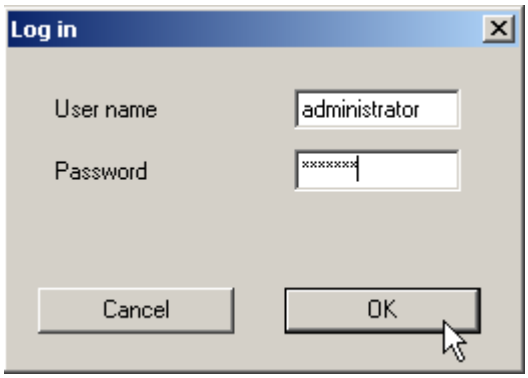
 - Configure the CCs
 - /Window/customize



-

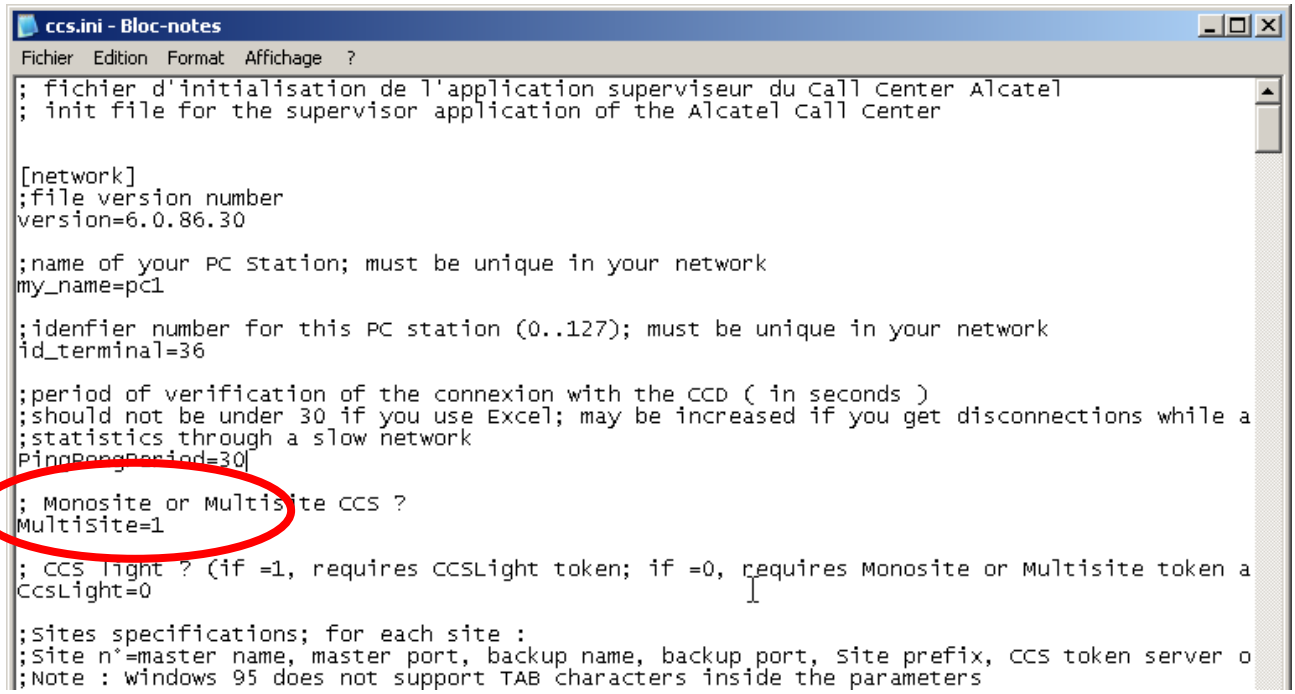
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- Log in
 - User name: Administrator
 - Password: “alcatel”



4. Switch the CCs from mono-site to multi-site by modifying the “CCs.ini” file. Test it

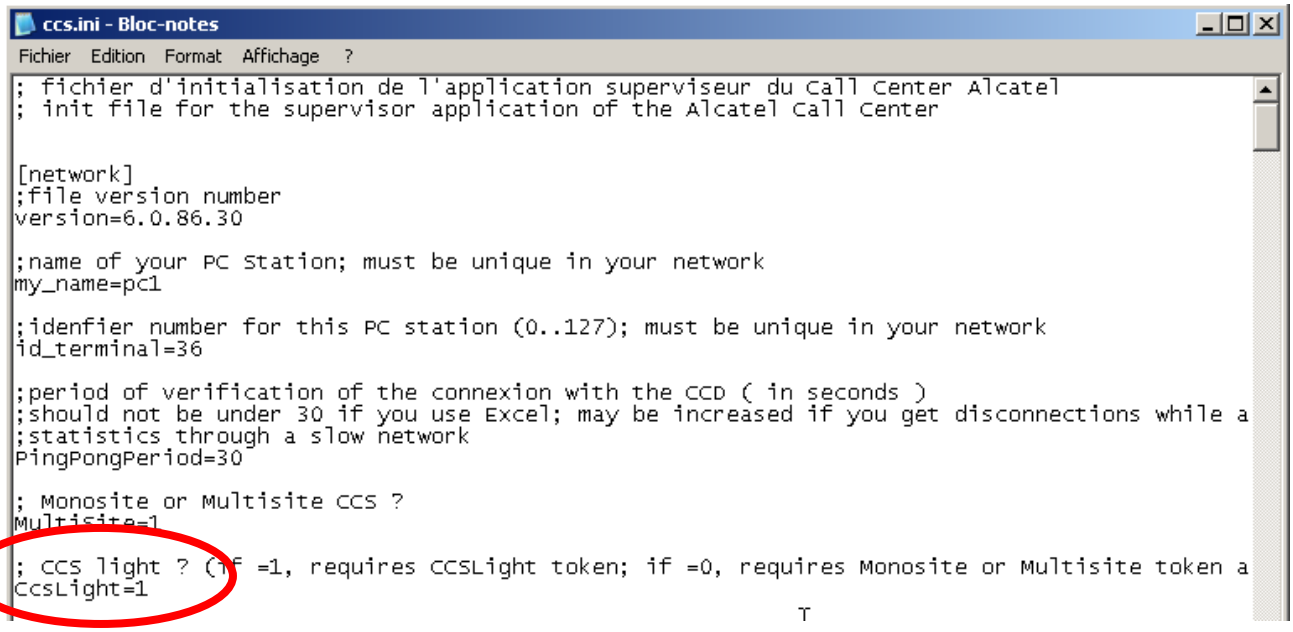
Go to the CCs installation directory (by default: C:\Program Files\Alcatel\A4400 Call center supervisor), and edit the “ccs.ini” file
Modify the “Multi-site” parameter; switch the value from 0 to 1



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5. Switch the CCs from Full mode to Light mode by modifying the "CCs.ini" file. Test it

Go to the CCs installation directory (by default: C:\Program Files\Alcatel\A4400 Call center supervisor), and edit the "ccs.ini" file
Modify the "CCsLight" parameter; switch the value from 0 to 1



What are the main difference between Full & Light modes ?

With the CCs light, it's impossible to :

- create Excel statistic files
- manage the pilots
- manage the queue
- manage the processing groups
- open / close directions in the routing rule
- open / close directions in the distribution rule
- manage priorities in the routing and distribution rules
- manage the system parameters (refresh period, …)
- manage the emergency closure…

6. Switch back the CCs from Light mode to Full mode by modifying the "CCs.ini" file.

Go to the CCs installation directory (by default: C:\Program Files\Alcatel\A4400 Call center supervisor), and edit the "ccs.ini" file
Modify the "CCsLight" parameter; switch back the value from 1 to 0

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Alcatel OmniTouch Contact Center

CCd configuration by using the CCs

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OBJECTIVE:

- To known how to manage the CCs users (administrators and supervisors) with some rights
- To manage the personal parameters of these users
- To know the management possibilities of the CCd objects
- To create and manage an agent Team

Configuration : summary

- CCs users configuration
 - Administrator
 - Supervisor
- Personal parameters
- System configuration
- Pilots configuration
- Waiting queues configuration
- Agents processing groups configuration
- Others processing groups configuration
- Agents configuration
- Teams configuration

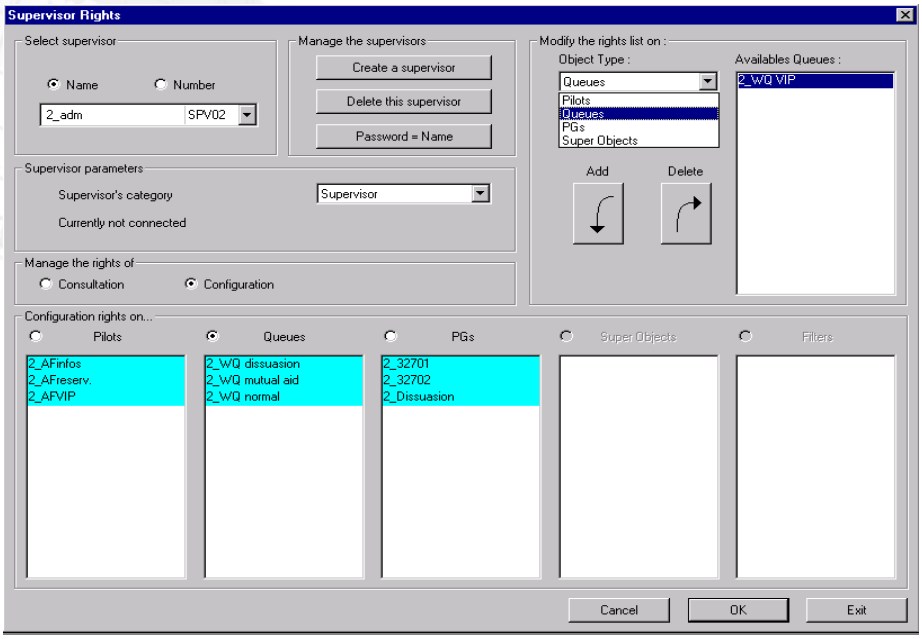
User account management

- Up to 50 user accounts can be created per CCD
- Users can be administrators or supervisors
- An administrator :
 - Has full rights for distribution objects and can create another user (administrator or supervisor)
 - Can modify supervisor rights
- The procedure to be followed to configure a supervisor is:
 - Create the supervisor
 - Specify his category (administrator/supervisor)
 - If he is not an administrator:
 - Select the objects for which he will have configuration rights.
 - Specify the objects for which he will have viewing/display rights only

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User account management

Go to the CCs menu : Configuration / supervisors rights



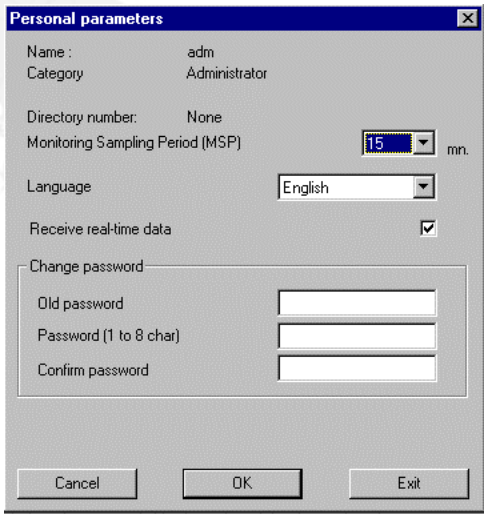
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First, a supervisor is created with a name and a password, this can only be done by an administrator.
Then the administrator allows him some rights on the CCd objects; these rights can be in consultation or in configuration.
In consultation, the supervisor can only view the management, he can't modify anything.

So now the supervisor can make a log-in to the CCs with his name and his password.

Personal parameters management

Go to the CCs menu : Configuration / personal parameters



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"Monitoring Sampling Period (MSP)"

This is the duration during which the real time statistics are drawn up for the supervisor concerned. This period is a sliding scale since it only concerns the last xx minutes. Select a value between 5 and 60 minutes.

"Language"

Each user can define the language in which he wants to work. Select the language via the list.

"Receive real-time data"

-Box checked: the user receives the data in real time.

-Box not checked: the user does not receive the data in real time (traffic and alarms). Used when the user outputs statistics or carries out configuration without requiring real time states. The alarm windows are no longer displayed on screen.

"Change password"

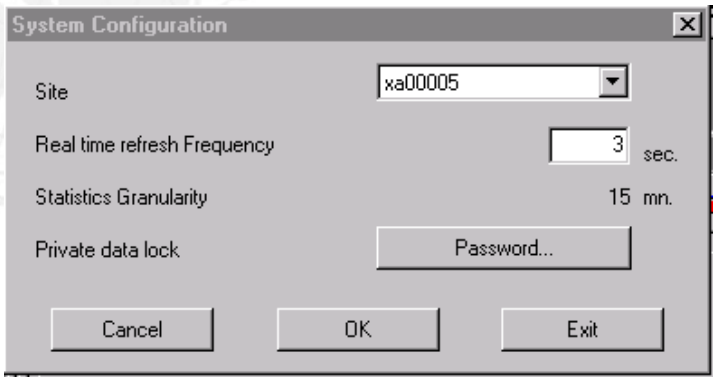
-"Old password" : Enter the old password

-"Password (1 to 8 char)": Enter the new password (1 to 8 characters). This is not case sensitive.

-"Confirm password" : Confirm the new password.

System parameters management

Go to the CCs menu : Configuration / system



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Real-Time refreshing period.

Define the rhythm to which the CCd sends actualization data to the CCs station, what condition Real-Time data refreshing period:

- Agents state (conversation, ringing etc.)
- Pilots state (calls number in camp-on, calls number in conversation, etc.) - etc.

The advice value is to 3 seconds.

Real-Time refreshing period of circulars diagrams of pilots, etc. is equal to 10 times Real-Time refreshing period.

Statistic treatment period

That period corresponds to the duration on which the differed statistics calculations are carried out, in this way defining the minimum granularity for the counters observations.

That data is not changeable by the Supervisor.

It is accessible only to the Administrator from the PABX.

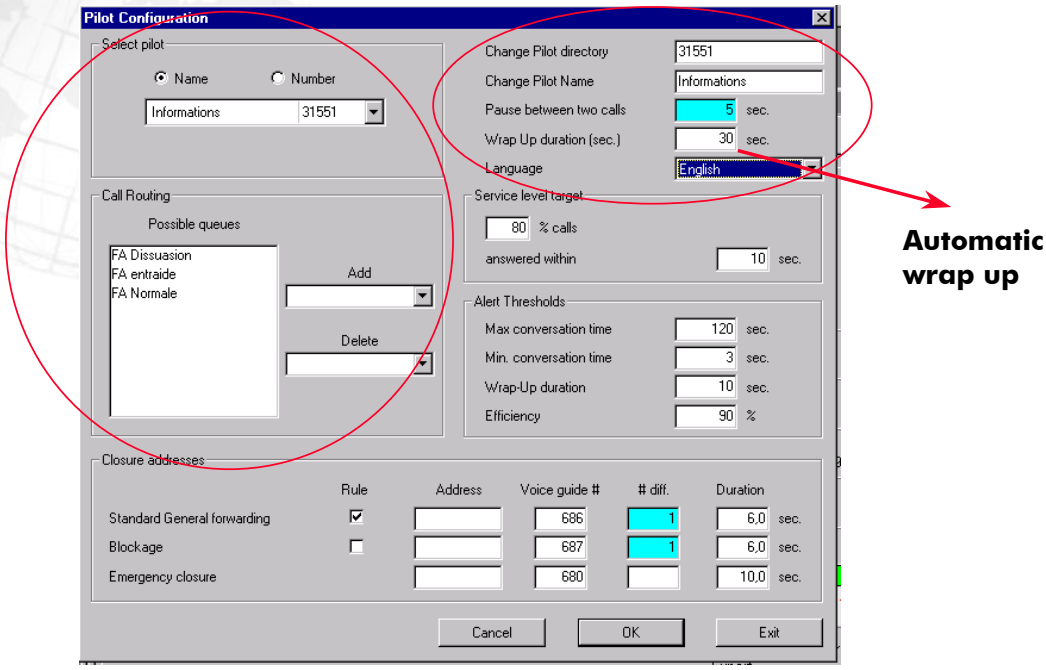
Password.

If manage, to protect the privacy of the agents

Site: when the CCs is of multi-CCd type, the above values concern the login site. The whole modification of above values could only be carried out by the login site.

Pilots management

Go to the CCs menu : Configuration / pilot



Automatic wrap up

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Select the pilot in the list by « name » or by « number ».

Possible WQs: pilot access to one or several waiting queues (**20 max**). Advice not to change.

Change pilot name:16 characters maxi. Display on the agent set when a call , coming from that pilot , arrives.

Pause between two calls: pause time between two calls, given to the agent after a communication come from that pilot. (Pause «trade union»).

Duration of a Wrap-Up: time given automatically to the agent in order to allow him, after his communication, to carry out an information work concerning his communication (Capture on informatic, etc.).

Language: To choose the language to display the guides.

Automatic Wrap-up >>>> Pilot

Pause Wrap-up >>>>>>> PG Agents

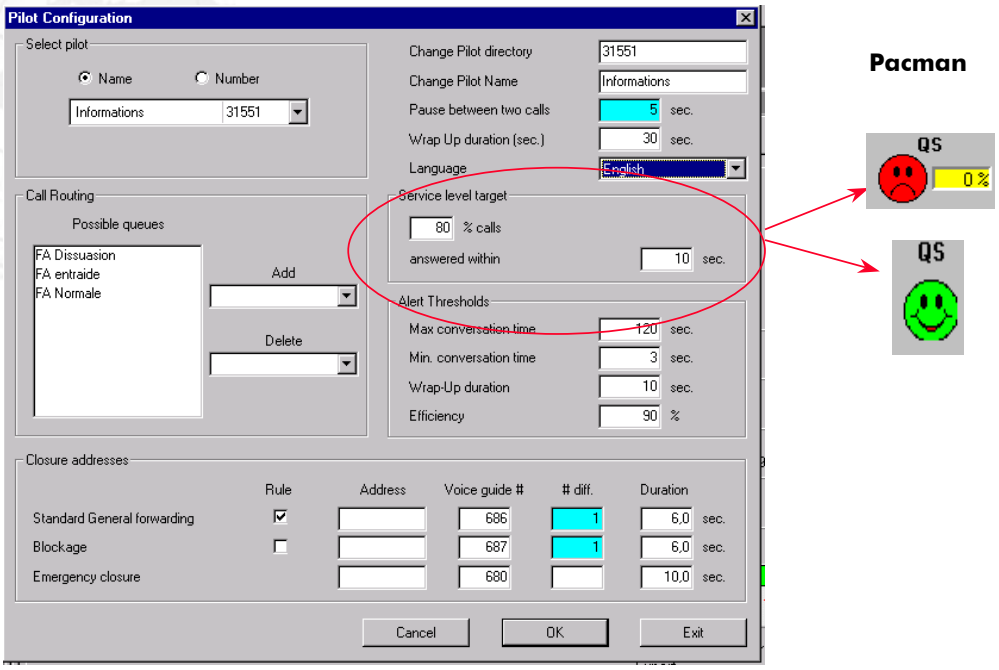
Idle Wrap-up >>>>>>> PG Agents

These different wrap-up can be started manually by the agents.

Eternal Wrap-up (PG Agents):when an agent is in wrap up to his request, the wrap up can be maintained even if the agent carries out phone operations (calls ...). At the conclusion of these operations, the agent comes back to the wrap up state until that the wrap up duration is finished.

Pilots management

Go to the CCs menu : Configuration / pilot



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Service level: Calls Percentage come from the pilot and having obtained a response in an inferior time to a certain duration, (declared duration in the following heading).

Inf to. response time.: Counted duration at the conclusion of the overview guide listening, until to the agent unhooking. (waiting queue sum + agent ringing).

« Pacman » changes of color in function of the « Service level » (Q.L)

PACMAN Colors:

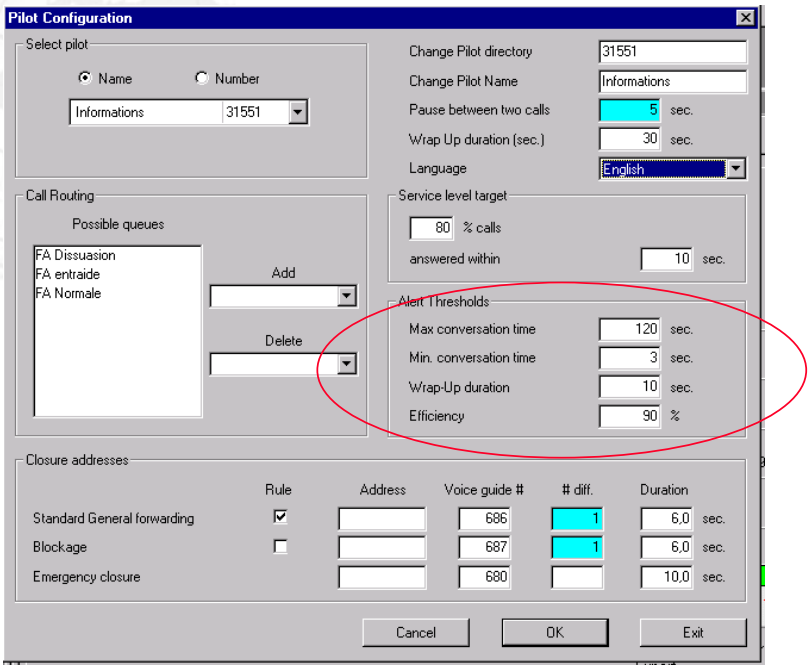
Green (equal service level or superior to the fixed alert threshold for that pilot),

Yellow (Inferior service level to the fixed alert threshold for that pilot in being superior or equal to 0,8 times that threshold),

Red (Inferior service level to 0,8 times the fixed alert threshold for that pilot).

Pilots management

Go to the CCs menu : Configuration / pilot



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Alert threshold: define the edited pilots alerts in the « Alarms » window.

Max Conversation Duration.: Passed maxi time in ACD conversation.

During the conversation time measure, if the agent carries out a phone operation (ex: call of a supervisor) the count is reseted, then taken again.

Min conversation duration.:defines the minimum time of an agent conversation.

Wrap-up duration:wrap-up duration (automatic + manual) over which an alert is sent.

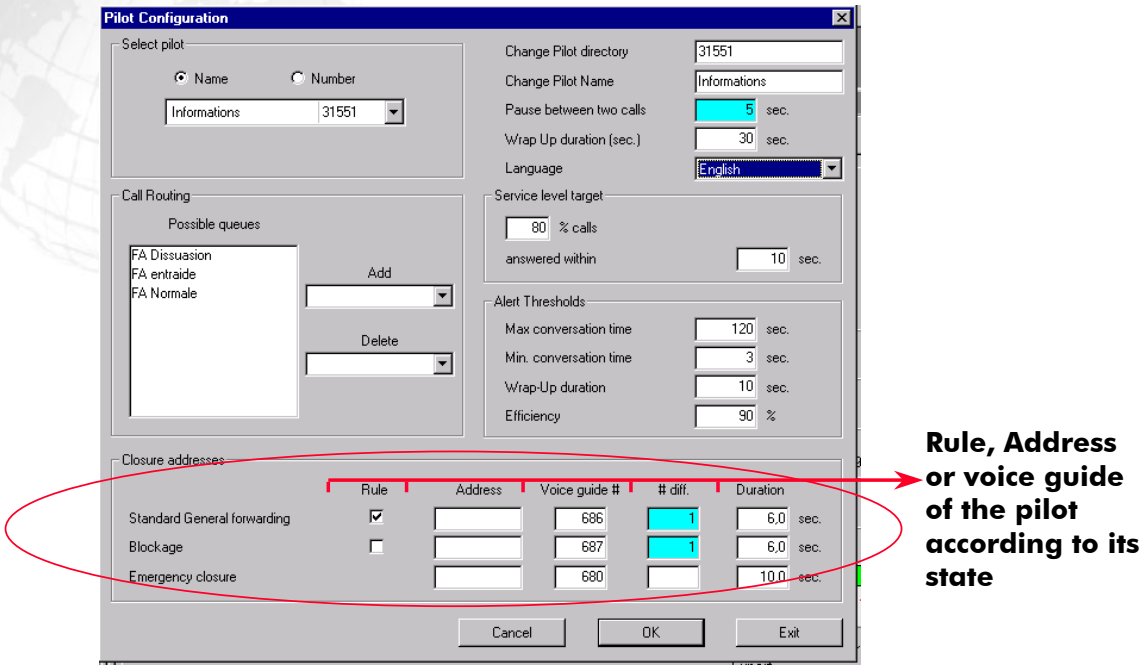
At the conclusion of the conversation, the agent has an automatic wrap-up duration, if that time is insufficient for him, he can extend it in manual wrap-up, that the duration is defined to the level of the « processing Group ».

Efficiency:Percentage of the served calls number (having obtained a response or succeeded on an agent) in relation to the incoming calls number.Calculated on the Monitoring Sampling Period (MSP) comes in addition to the service level.

If the pilot efficiency is inferior to that specified in the heading, an alert is sent.

Pilots management

Go to the CCs menu : Configuration / pilot



Rule, Address or voice guide of the pilot according to its state

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Possible states of the pilot:

- In service (normal functioning)
- General forwarding
- Blocked: accidental closure because there is no more resources to treat it.

The «closure addresses» define where the incoming calls have to be directed if the pilot is in « general forwarding » or in « accidental closure » (blockage).

Those parameters are the following:

Rule: Indicates that the pilot uses a rule in general forwarding or blockage case.(the rules are a parameters group establishing the calls distribution behavior).

Address: If we do not choose to use a rule or it is unavailable, the calls can be directed to a PABX address (Attendant, external n°, etc.).

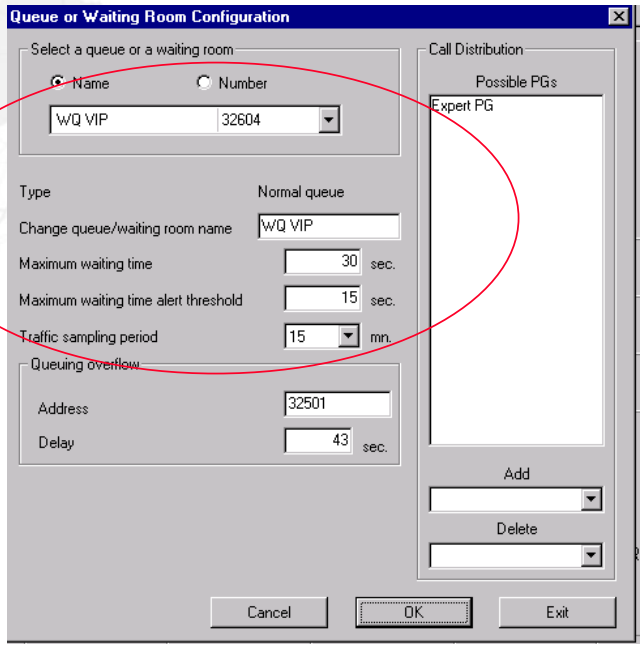
Guide: if you desire not to use a PABX address or if it is unavailable, the calls are directed to a voice guide.

Number of diffusion: N to choose how many time you want to display the guide

Duration: Listening duration of the corresponding guide.

Queue management

Go to the CCs menu: Configuration / queue & waiting room



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Each waiting queue can access to one or several processing groups..

The processing group access depends on the waiting queue type. A « normal waiting queue » accesses to agents PG and to server voice type PG, a « mutual aid waiting queue »to re-routing PG and to forwarding PG, a «dissuasion waiting queue » to all the PG types.

Change queue name: Appears only to the level of supervision stations. It is useful to select that name according to the calls treatment type of that waiting queue. (ex: mutual aid, dissuasion).

Type of queue: Normal, mutual aid, dissuasion and virtual.

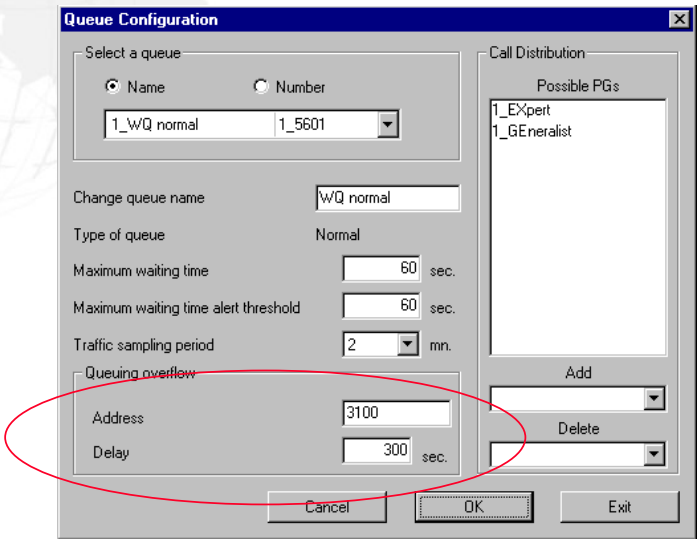
Maximum Waiting-time: Maximum expected waiting threshold in the queue, over which that queue becomes the less priority. The size of a waiting queue is defined by its max.camp-on and not by the calls number that it can contain. When a call appears, the system calculates the expected camp-on. If the result is superior or equal to the maximum camp-on, the queue priority becomes the weakest and the call is directed to another file.

Maximum Waiting Time Alert Treshold:camp-on duration over which a call causes the broadcasting of an alert to the level of the alarm window.

Traffic Sampling Period (TSP.):period from which the system calculates the standard camp-on in the queue. Updated in permanence. The correct value is obtained by successive adjustments, in using different values and in observing the sent alerts. Shorter the period is, quicklier it reacts.

Queue management

Go to the CCs menu: Configuration / queue & waiting room



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Queuing overflow

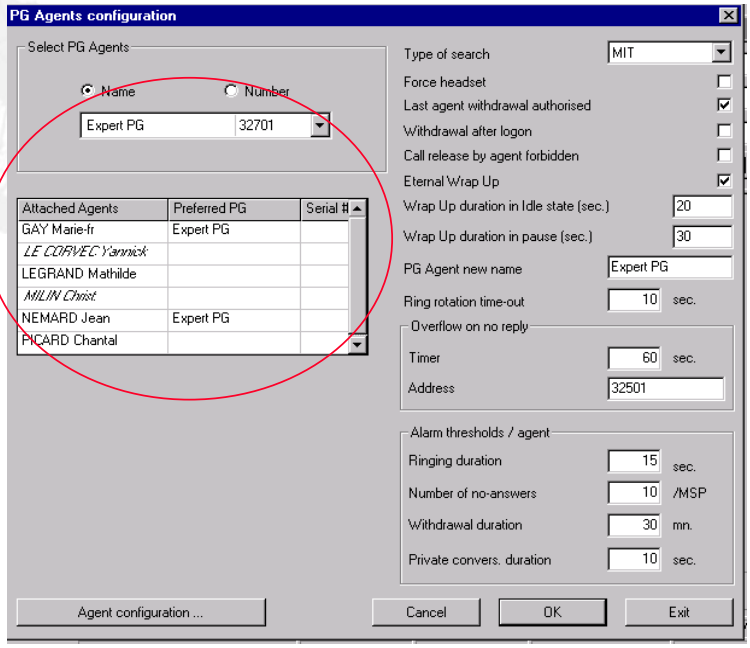
These parameters are only available for normal queues and waiting rooms.

"Address"
This is a PBX address (Attendant, external no., etc.) to which calls queued since a specific time (see next field) are distributed . Enter the corresponding address (8 characters).

"Delay"
This time-out determines the delay after which the queued calls are distributed to the above mentioned address. Enter a duration between 1 and 3276 seconds. If no value is entered (item left blank), there is no time-out. This duration can be higher than the one specified in "Maximum waiting time". The difference between these two durations allows the supervisor to intervene manually at the call distribution level (open queue, assign agents, etc.).

Agent processing group management

Go to the CCs menu: Configuration / Processing group / PG agent



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Selection frame of the PG Agents

Select the «Agents processing Group » concerned thanks to the list by name or by processing group number, according to the button activation « Name » or the button « Number ».

Agents List Frame

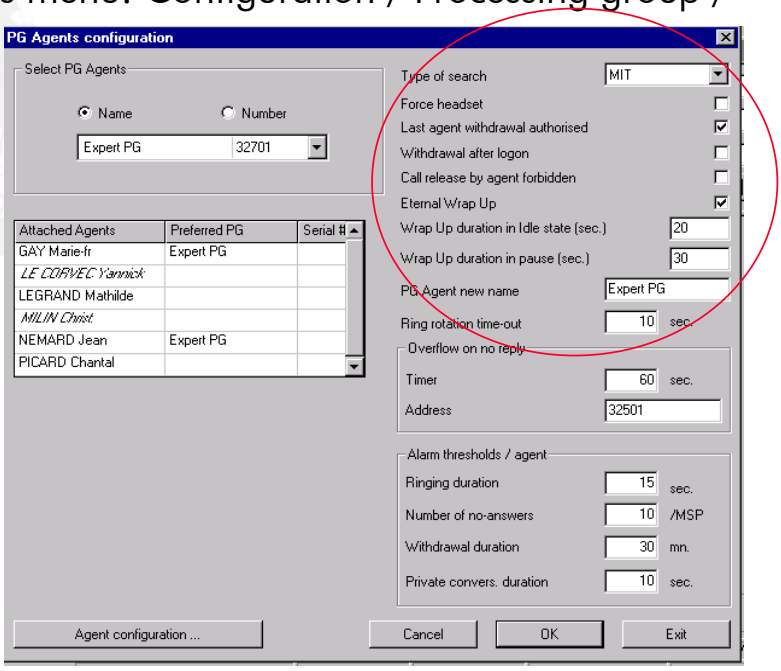
Attached Agents. The agents in italics = supervisor agents.

Preferential PG:Group in which the agent is assigned in priority.

Order N°: give the order number used for the distribution of calls if the searching type is « sequential ».
To change that number, double click in the agent "N°"case.

Agent processing group management

Go to the CCs menu: Configuration / Processing group / PG agent



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Searching type: three searching types of the agent in the PG.

-The Longest Idle Time, -Sequential with fixed head, -Cyclic with turning head.

Force Headset: have the agents to work in automatic response mode?.

Withdrawal of the last authorized agent: has the last present agent in the group the right to put in withdrawal?.

Logon in withdrawal (Withdrawal setting after logon): when the agent connects himself in his group, is he automatically put in withdrawal?.

Release of the forbidden call: If the box is checked, the agents from that group have not the right to release a call (the agent has to wait for that the caller releases the first).

Eternal Wrap Up: If the box is checked,when an agent is in wrap up, the wrap up is maintained even if the agent carries out phone operations (calls ...). At the conclusion of these operations, the agent returns to the state of wrap up until the wrap up duration is finished. That parameter is active for all the wrap up types: Automatic, in pause and in idle. If the box is not checked, the whole phone operation ends the wrap up session.

Duration of a wrap up in pause (sec.): it is the duration allocated to the agents of that group when they do a manual wrap up while they are in the pause state. Value between 1 and 3276 seconds, or let empty (desactivated).

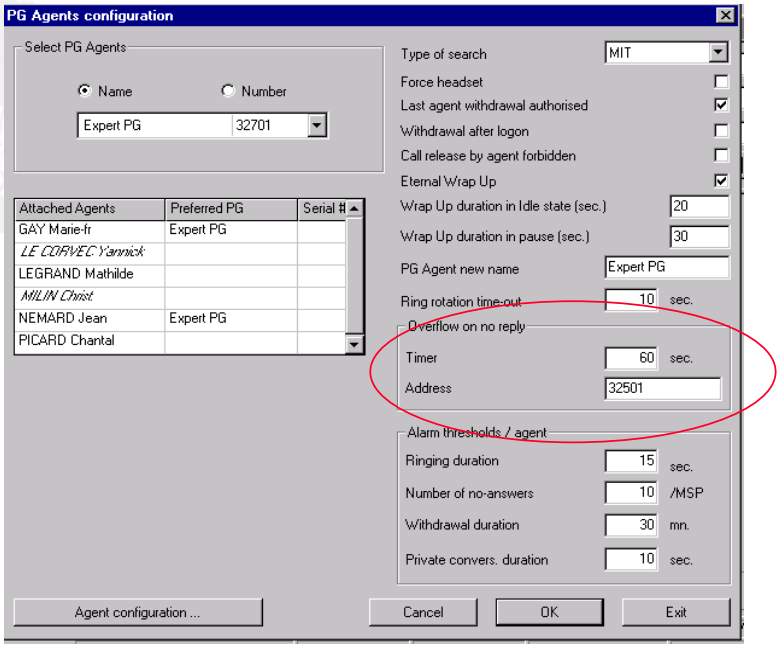
Duration of a wrap up in idle (sec.): it is the duration allocated to the agents of that group when they do a manual wrap up while they are in the idle state. Introduce a value included between 1 and 3276 seconds, or let empty (desactivated).

New name of the PG Agent:allow to change the processing group name (16 characters max.).

Ringing rotating timer:ringing time of a set from the group before that the call does not overflow on another set of the same group. The called set can be or not put in withdrawal after non-response.

Agent processing group management

Go to the CCs menu: Configuration / Processing group / PG agent



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Overflow on no reply (sets from the PG).

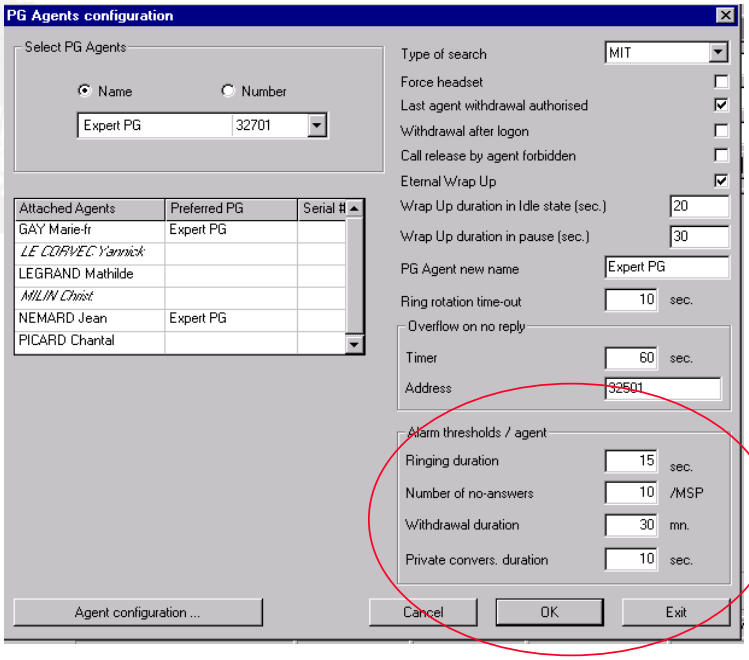
Timer: Duration after which a presented call on the group with no reply, is transferred to an address from the PABX .

Address: Address from the PABX (Attendant, external n°, etc.) to which are directed the calls having waited for in ringing mode on the group since a specified duration in the previous heading « timer ».

If no address is indicated, the call is re-inserted in the distribution and takes the higher priority direction (following PG, see following WQ).

Agent processing group management

Go to the CCs menu: Configuration / Processing group / PG agent



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Alert/agent thresholds frame

These thresholds, set to the level of the group, concern alerts due to an agent from the group.

Ringing duration:ringing duration of a presented call on an agent from the group, over which an alert is sent.

Nb. of no-answers:calls number presented on an agent from the group and not having obtained response. Calculated on the Monitoring Sampling Period (MSP). If during that period, the number is overpassed, an incident is sent.

Withdrawal duration:Withdrawal setting duration of an agent in the group over which an alert is sent.

Private conversation duration: Private conversation duration of an agent from the group over which an alert is sent.

The private conversations of agents are not taken into account by that time only when they are assigned in a group.

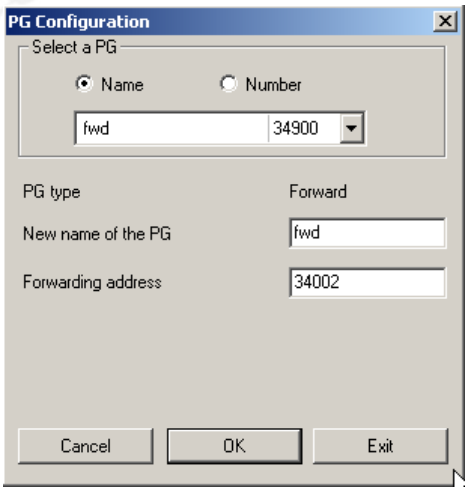
NOTE

You can directly set an agent from that menu.

For that , select the agent in the list , then click on the key «Agent Configuration» .

Forward processing group management

- Go to the CCs menu: Configuration / Processing group / PG other



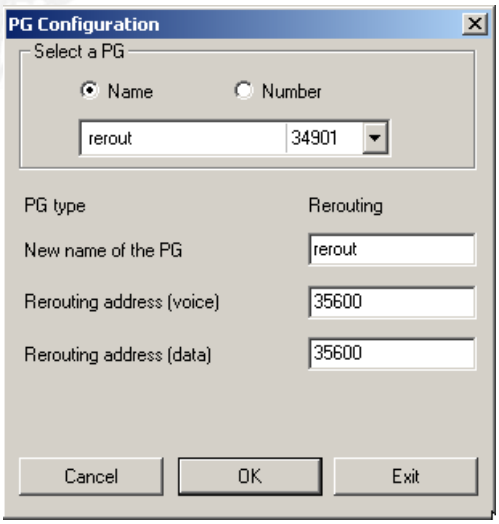
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"Forwarding address"

This is a local address of the PBX to which the calls destined to this pilot are forwarded.

Rerouting processing group management

- Go to the CCs menu: Configuration / Processing group / PG other



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"Rerouting address (voice)"

This is a PBX voice address corresponding to an external rerouting number (or an abbreviated number associated to an external rerouting number), or to a private network number (or an abbreviated number associated to a private network number) to which the calls destined for this group are directed. Enter the corresponding address. The address cannot overpass 8 characters. If necessary, when the address has more that 8 characters, it has to be handled by a abbreviated number.

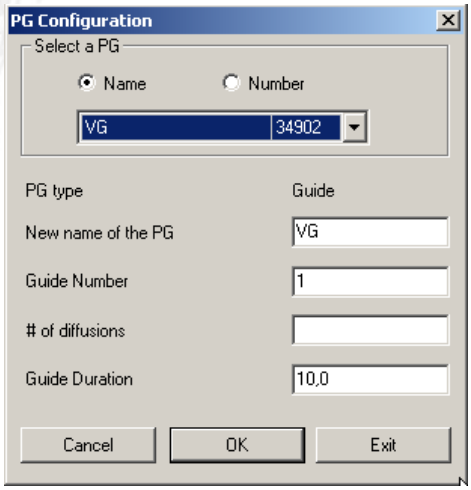
"Rerouting address (data)"

Available only if the protocol version is superior or equal to 31.

This field is optional. It is possible to configure it when a pilot's number (or an abbreviated number associated to a pilot) or an ARS prefix (or an abbreviated number associated to an ARS prefix) is used for the voice address. Type in the directory number of the private numbering plan.

Voice guide processing group management

Go to the CCs menu: Configuration / Processing group / PG other



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"Guide Number"

This is the number of the guide to be listened to.

diff."

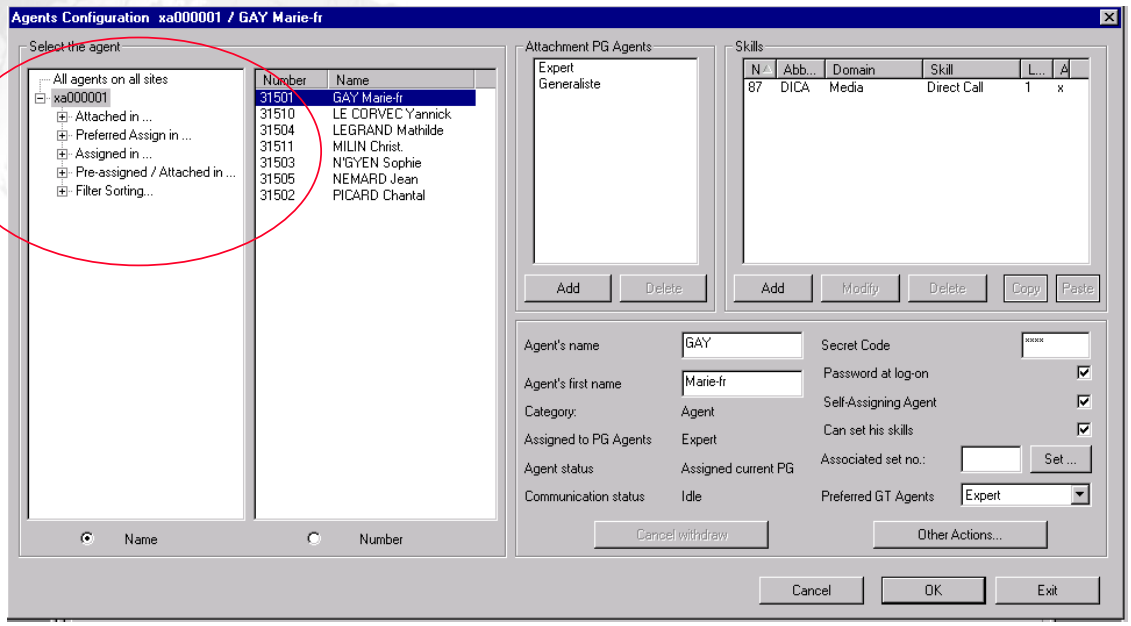
Available with protocols 60 and over. This the number of times the guide is played. If this field is blank, then the duration parameter hereafter is used.

"Guide Duration"

This is the duration in seconds during which the correspondent listens to the guide. Enter a value between 0.1 and 3276,7.

Agent management

Go to the CCs menu: Configuration / Agent



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Agent Selection Frame

All the created agents are displayed in the list, whatever their group.

Available:only the agents non-declared to no processing group, display in the list.

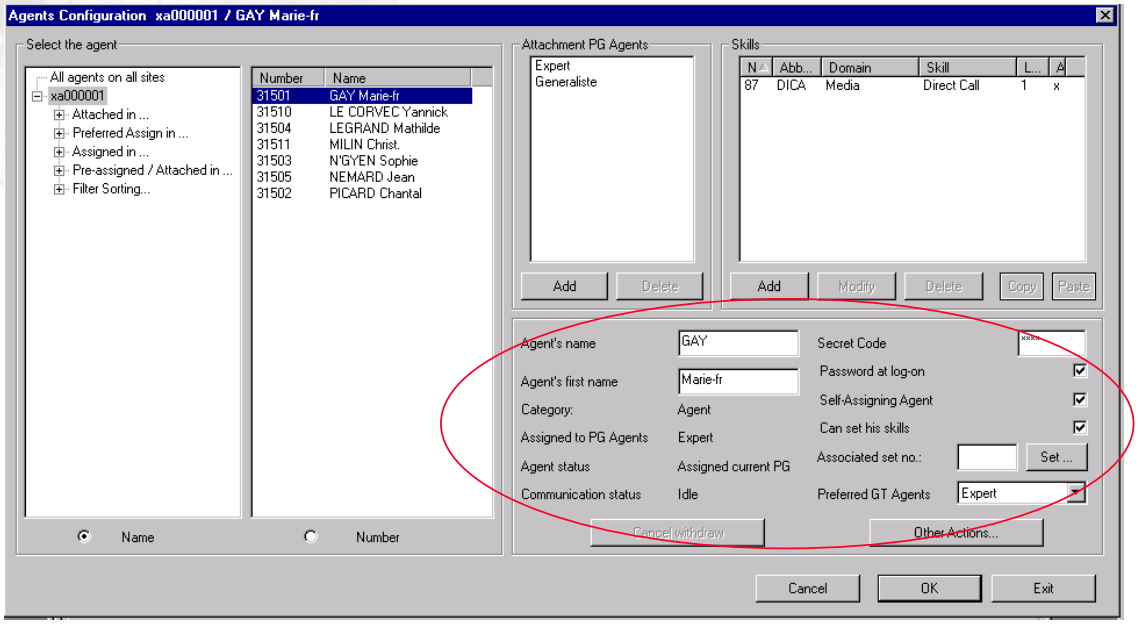
Attached in…: The agents having the rights to work with a group , which the name is specified in the " Agents PG " zone ,display in the list only. Preferred assign in …: The agents , being preferentially assignedto a group, that the name is specified in the "Agents PG list »display only.

Pre-assigned / attached in…: the connected agents, non-assigned, and linked to a group which the name is specified in the " Agents PG »list, display in the list. These agents can be supervisors (they can be affected without assigning themselves), or agents having been disassigned from the group by a supervisor or no self-assignable agents connected without preferential PG.

Skills: ACR management.

Agent management

Go to the CCs menu: Configuration / Agent



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Category: Supervisor or Agent. Non changeable

Assigned to PG Agents:Indicates in real time the group in which the agent is assigned. If he is not affected, it displays « None".

Non changeable

Attachment Agents PG:Indicates the group in which the agent can affect himself or be affected by a supervisor during the connection. To change the list, use the selection zones « ADD » and « DELETE », then click on the key «OK ».

You cannot withdraw a linking group to an agent already assigned in that group.

Agent State: Indicate in real time the agent state. (ex: withdrawal, connection without PG, disconnection, etc.). If the agent is assigned, the group name is specified in the heading « Assigned to PG Agents ».Non changeable

Communication state: Indicate in real time the ACD communication state of the agent.(released, ACD ringing, etc.). If the agent is not connected, nothing displays.Non changeable.

New name of the agent (16 characters max.).changing the agent name does not change his identity to the level of the supervision station, so all the statistics will take into account data acquired under the old name.

New given name of the agent (16 characters max.).

Secret Code: The Supervisor can assign to the agent a new secret code in overwriting the first.

Password at log-on: has the agent to enter his secret code during the connection?. That function is used when the agent is mobile or is not the only one to use his working set.

Self-assigning agent: During the connection, he selects his assignment in dialing the group directory number.

a) Self-assignable agent (decides himself in which PG he assigns himself)

b) Non Self-assignable Agent:

- b1) Non Self-assignable and preferential (when the agent log himself, he is assigned to his preferential PG.
- b2) Non Self-assignable and non-preferential (the supervisor assigns him to one of PG).

Associated set N°: Indicates the N° of PRO-ACD associated set to the agent if he is fixed. If the agent is mobile, he has no associated set and when he logs himself, he has to enter his agent number.

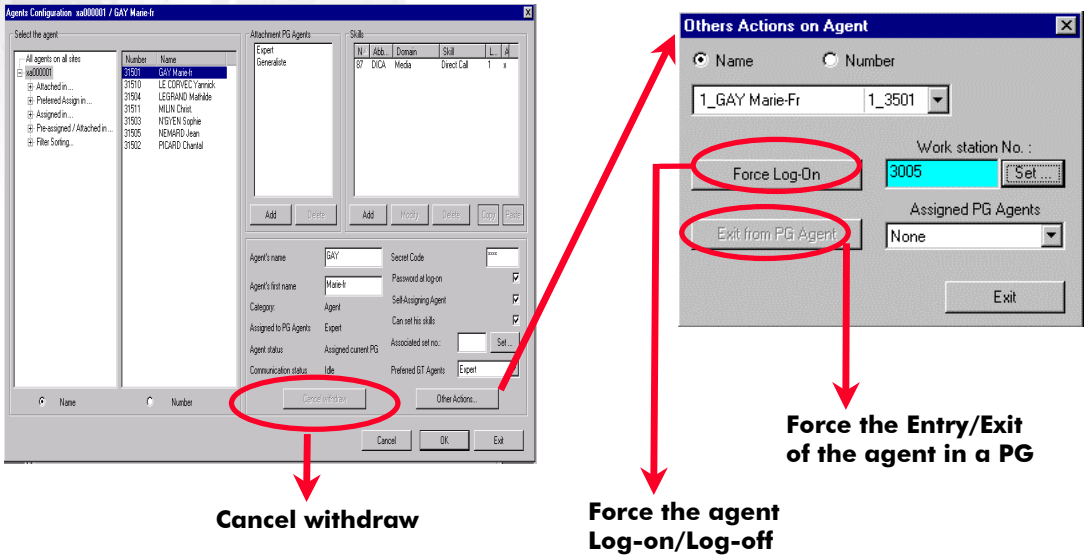
The button "Set..." opens a window giving the list of all the Pro-Acd sets and also the associated or logged set, associated agents.

Preferred PG Agents:group name in which the agent is assigned during the connection.If the agent has no preferential PG, "None" is displayed on the screen.

The two last parameters do not display to the screen if it matters of a supervisor agent.

Agent management

Go to the CCs menu: Configuration / Agent



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Key Force the Log-On/Force the Log-Off

The name of that key change according to the agent state.

If the agent is not connected, that key causes the connection and vice versa.

The operation is possible only if the agent is in the free state.

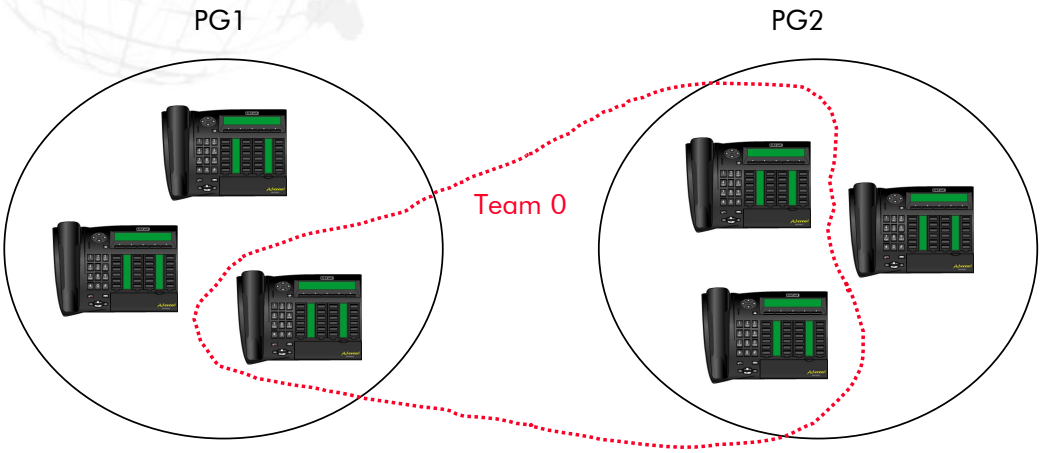
Key Enter/Exit from Agents PG

Allow to:

- Output an agent of the group. For that, click on the key (the agent becomes pre-affected).
- Input an agent in a group. Precise the group in the heading " Assignment Agents PG ", then click on the key (the agent is assigned).
- Change the assignment of an agent. The agent being already assigned, precise the group in the heading "Assignment Agents PG", then click on the key (the agent is re-assigned)

Team management

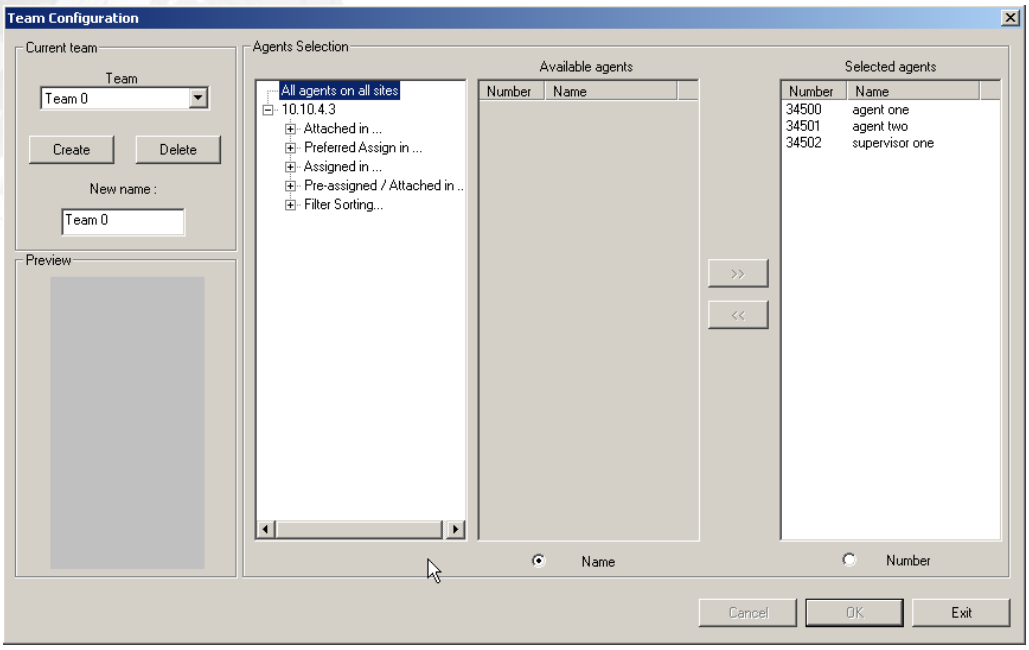
- The teams are composed by the supervisors
- They are used to group together agents from different PGs in the same entity and to observe common characteristics in real time



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Team management

Go to the CCs menu: Configuration / Team



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Teams Configuration: Allow to the supervisor to create or change his personal teams of agents independently of their PG.

Current team: Teams management and their priorities.

Team: Teams name

Create: allow to create a new team

Delete: allow to cancel the selected team

New name: allow to name again the current team.

Information list: Information type which have to be displayed for each agent when one of the graphic mode of the window « Real time state from one team" is selected.

Position: allow to change the type position of information selected in the »information list".

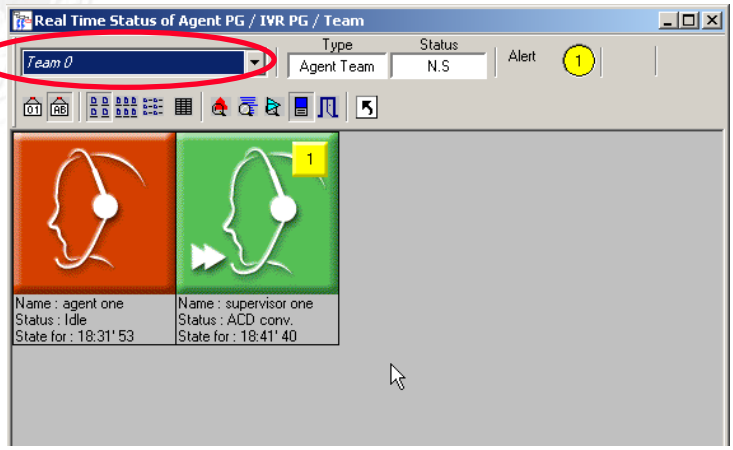
Add: contain all the information types associated to the agents. When one of his elements is selected, he is added to the »Information lists".

Delete: allow to delete the elements of the « information list".

Selection of agents: allow by an action on the button « Add » and following the button state »All" , »Pre-assigned / attached in...", to select the « Available Agents » .

Team real time information

- Go to the CCs menu: Real time / Processing group / PG agents/IVR/Team



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Super Object/Hyper Object management

- A Super Object is a set of objects of the same type, located on the same site. They are only defined by an administrator
- An Hyper-object is the extension of the super-object concept to objects located on different sites. Hyper objects are only available with multi-sites CCs
- The different Super/Hyper Objects which can be defined are :
 - A Super Pilot made up of pilots
 - A Super Queue made up of queues
 - A Super Agent Processing Group made up of Agents Processing Groups
 - A Super Other Processing Group made up of Other Processing Groups
 - A Super IVR Processing Group made up of IVR Processing Groups
 - A Super Filter made up of Filters (for ACR)

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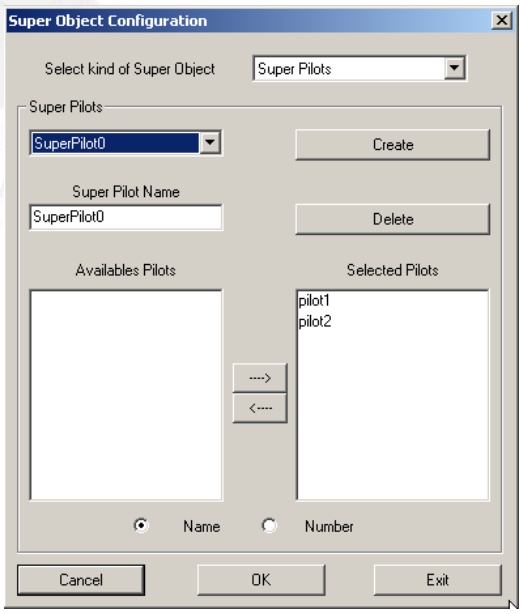
Super Object/Hyper Object management

- The maximum number of Super/Hyper Objects that can be declared is limited to 100
- The Super/Hyper Objects purpose is to be able to :
 - Display some real time information
 - Create some Excel statistics reports
- A maximum of 25 super/hyper objects can be created for each type. The parameters of a super/hyper object are the name of the super/hyper object and the objects that constitute them

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Super/hyper objects management

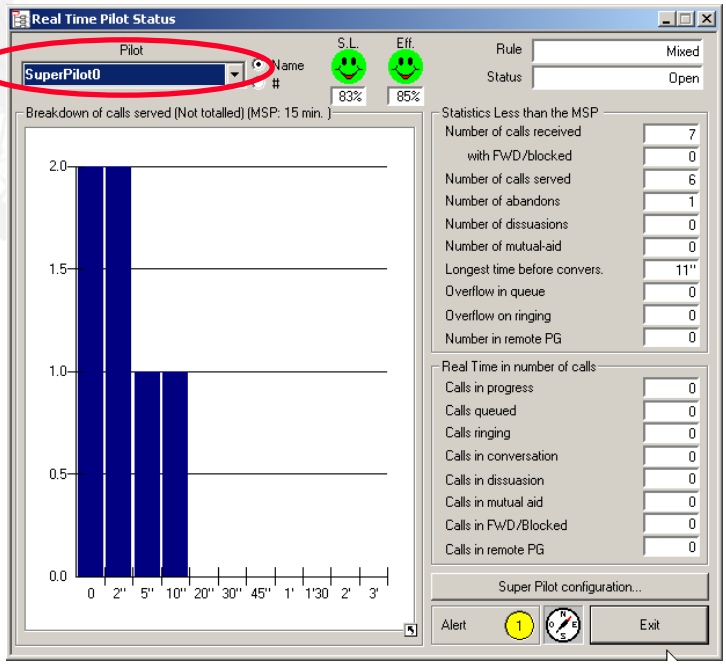
- Go to the CCs menu: Configuration / Super/hyper objects



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Super/hyper objects real time information

- Go to the CCs menu: Real time / Pilots (e.g for a super pilot)



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HANDS-ON EXERCISES
Alcatel OmniTouch Contact Center

OBJECTIVE:

- To know how to manage CCd objects via the Contact Center Supervision management tool

MANAGEMENT:

1. Create 2 new user accounts

 1.1. An administrator (name :"admin"; password: "admin") who has all rights

 1.2. A supervisor (name :"superv"; password: "superv") who has :

- Configuration rights for the pilot 3X600, the queues 3X700 & 3X701, and the processing groups 3X800 & 3X801
- Consultation rights for the pilot 3X601, the queue 3X702, and the processing group 3X802

2. Change the CCs language and modify the MSP value?
 What is the MSP purpose?

3. Modify the pilot 3X600 name: "hot line" will be the new name
 Modify the pause timer (15 sec)
 What is the pause timer purpose?

4. Modify the pilot 3X601 name: "Training" will be the new name
 Modify the sevice level. 85% of the calls must be answered within 15 sec
 What is the S.L purpose?

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5. For the normal waiting queue, we would like to define the queue capacity.
If the expected waiting time is upper than 45 sec, the call has to be routed to the next direction.
We would like to manage the queuing overflow.
When a call is waiting in the waiting queue more than 1 mn, this call will overflow to the set 3X010
Test the queuing overflow.

6. In the agent processing group, we would like to manage the following features :

-type of search : MIT; how does it work?
-all agents are allowed to activate the withdrawal; how to manage this feature?
-when a call is established between a caller and an agent, only the caller is authorized to release the call. Which parameter has to be managed?
-when a call arrives to the agent processing group, one agent will be rung, if this agent doesn't answer before 25 sec, the call will be presented to the next agent

We would like to manage the overflow on no reply.
After 50 sec, if no agent answers the call, the call will exit the processing group and will be routed to the set 3X010.
Test it.

7. In the voice guide processing group, we would like to broadcast 2 times the voice guide number 1; we don't want to take into account the voice guide duration.

8. For the agent/supervisor , we would like to modify the current management as follows :

- Agent 3X501 has to enter his secret code for the log-on/log-off procedure
- Agent 3X500 switches from fixed to mobile and has a preferential PG (3X800)
- Supervisor 3X502 has a preferential PG and is self-assignable; is it possible?

Test the agent log-on / log-off from the CCs
Test the agent entry / exit from/to a PG

9. Manage a team (team 0) which contains the agents 3X500 and 3X501
What is the team purpose?
Check real time information of the team?

10. Manage a superpilot (superpilot 0) which contains the pilots 3X600 and 3X601
What is the superpilot purpose?
Check real time information of the superpilot?

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HANDS-ON EXERCISES SOLUTIONS
Alcatel OmniTouch Contact Center

OBJECTIVE:

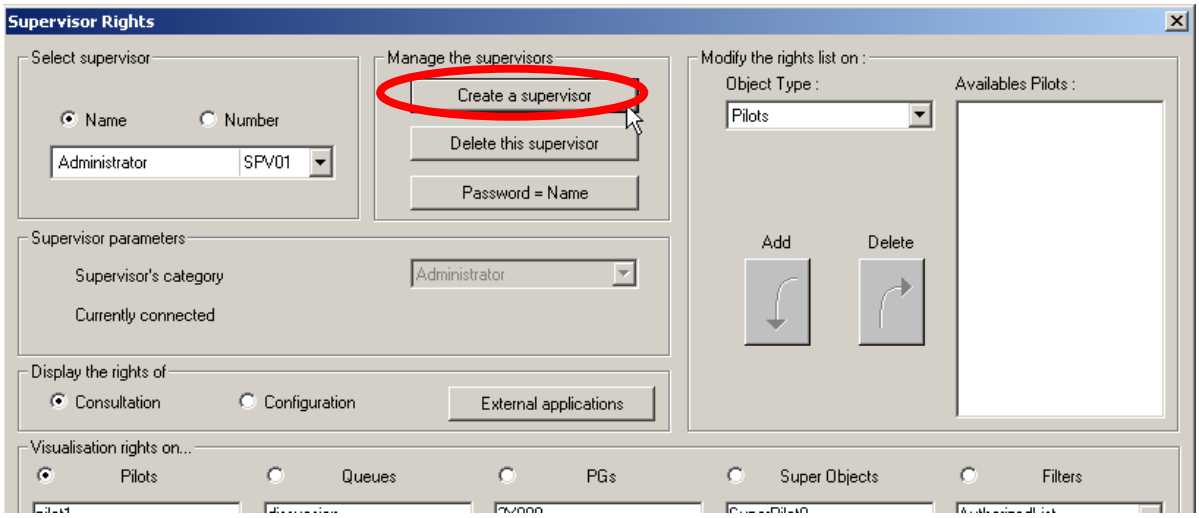
- To know how to manage CCd objects via the Contact Center Supervision management tool

MANAGEMENT:

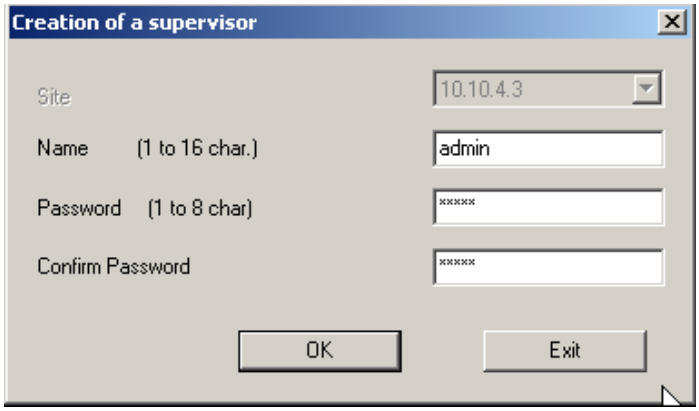
1. Create 2 new user accounts

 1.1 An administrator (name :"admin"; password: "admin") who has all rights

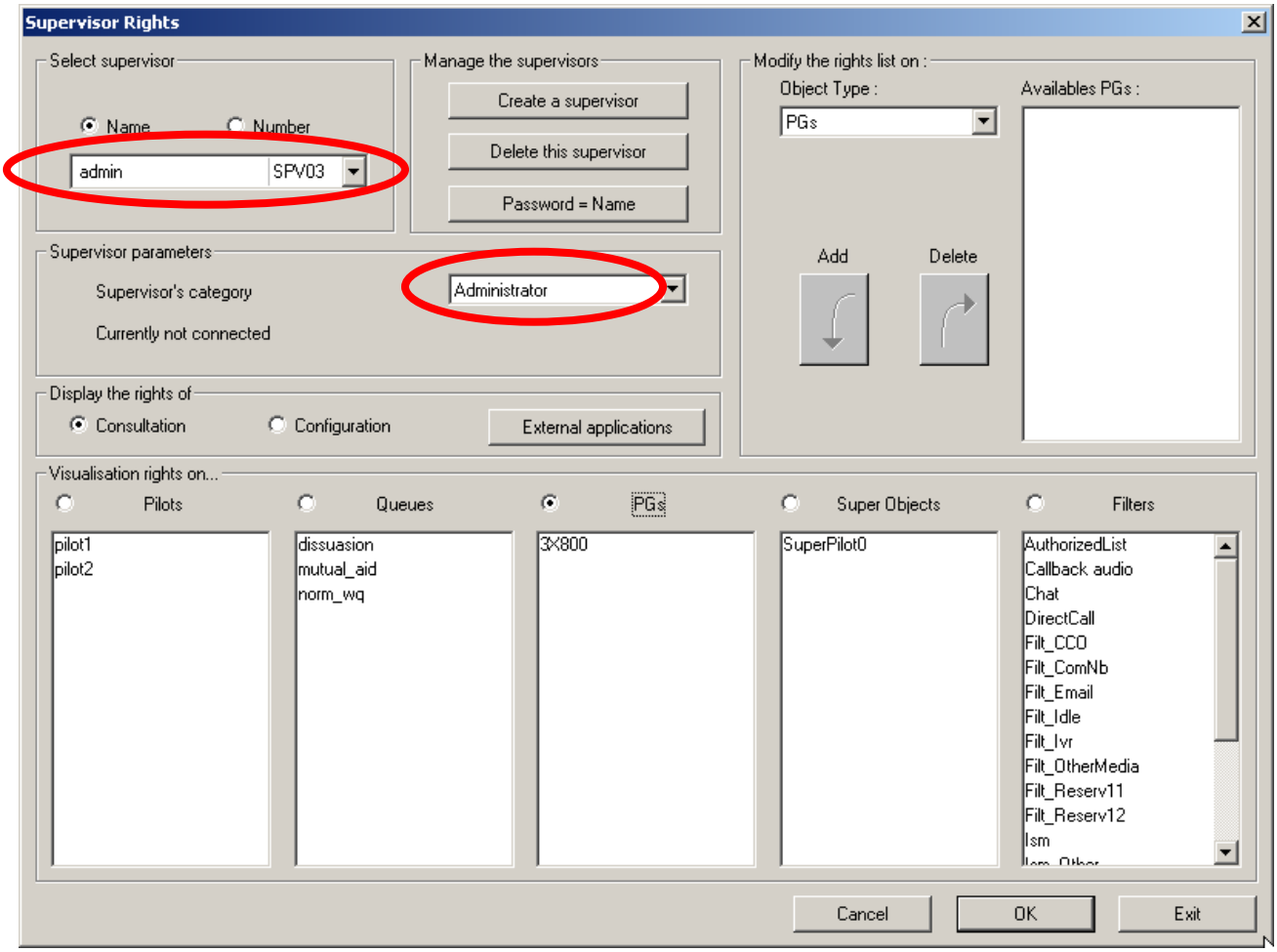
 Go to: Configurations / supervisor rights



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Declare the "admin" account as an administrator



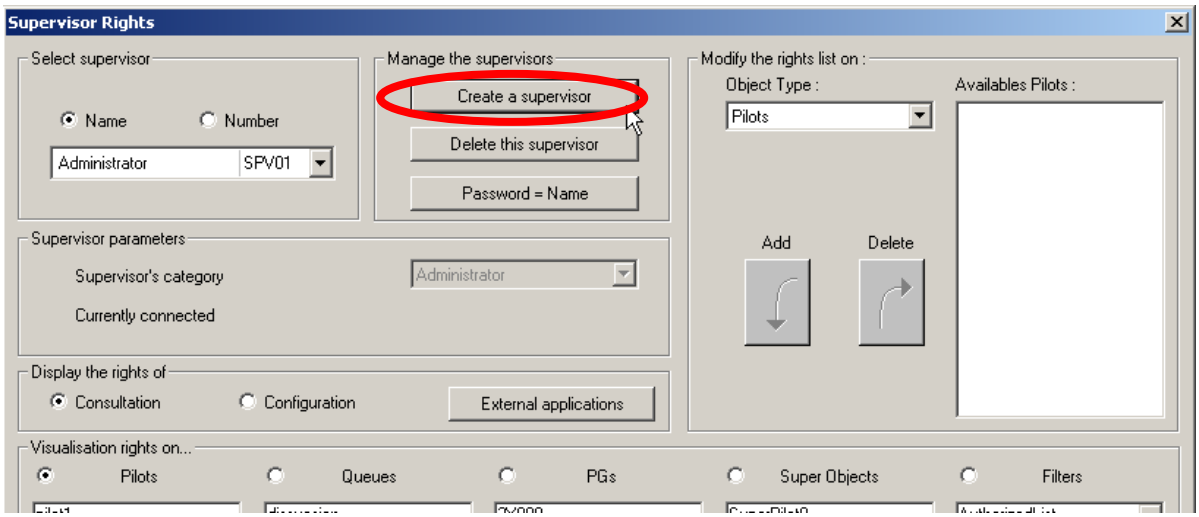
All consultation/configuration rights are assigned automatically to the administrator.

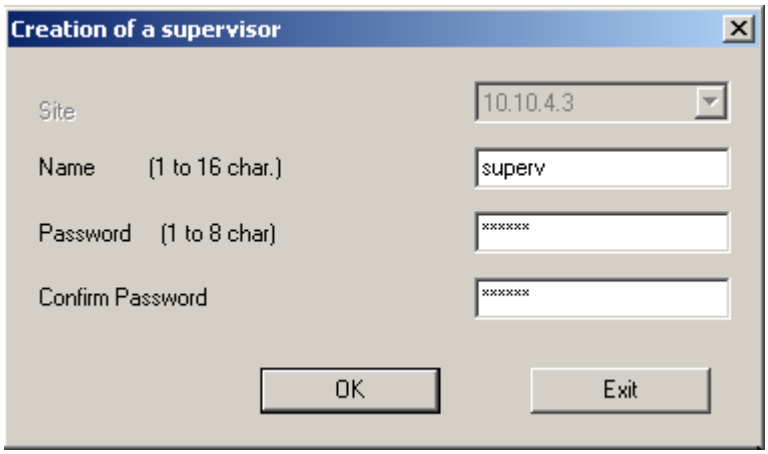
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1.2 A supervisor (name :“superv”; password: “superv”) who has :

- Configuration rights for the pilot 3X600, the queues 3X700 & 3X701, and the processing groups 3X800 & 3X801
- Consultation rights for the pilot 3X601, the queue 3X702, and the processing group 3X802

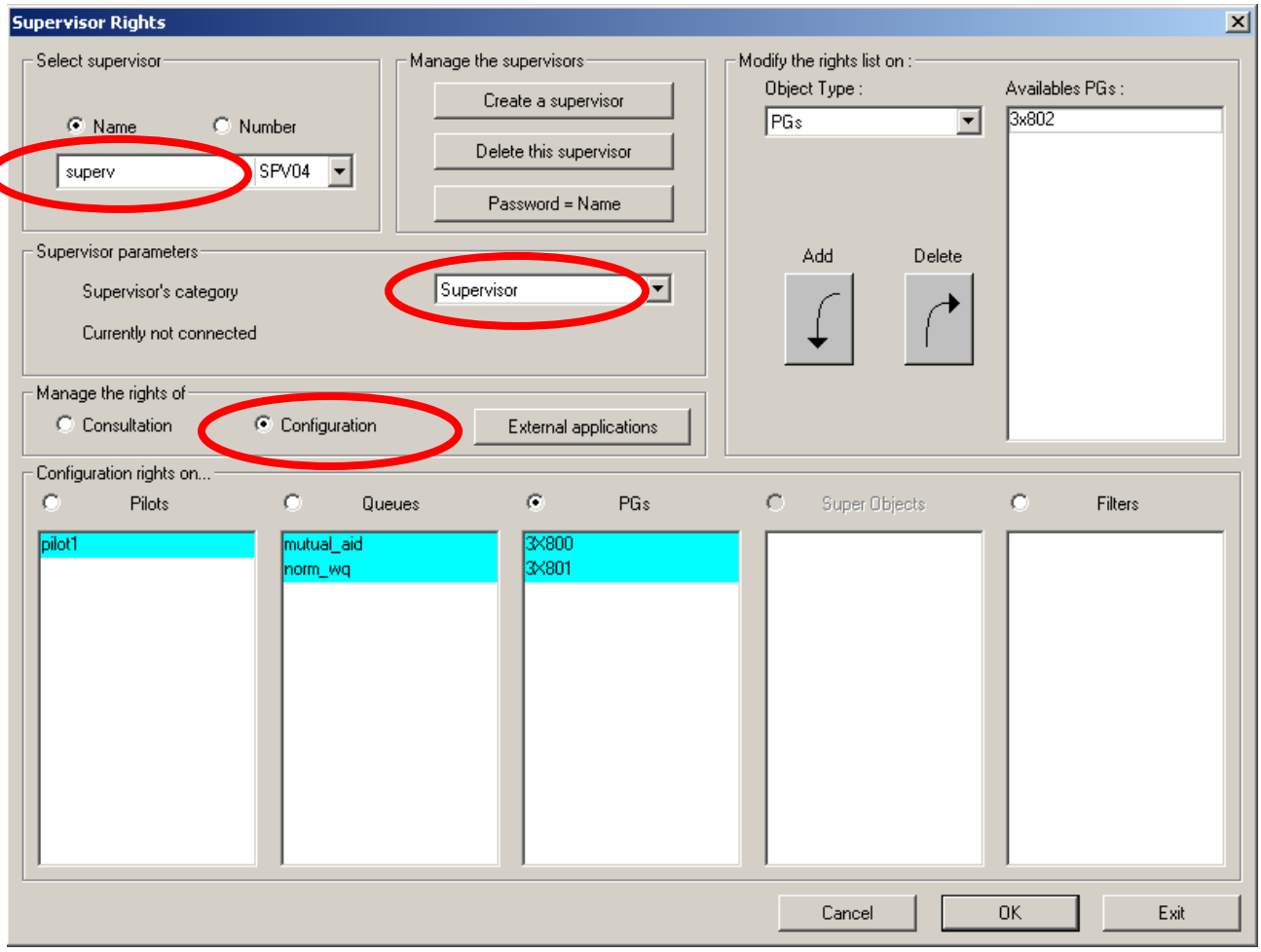
Go to: Configurations / supervisor rights





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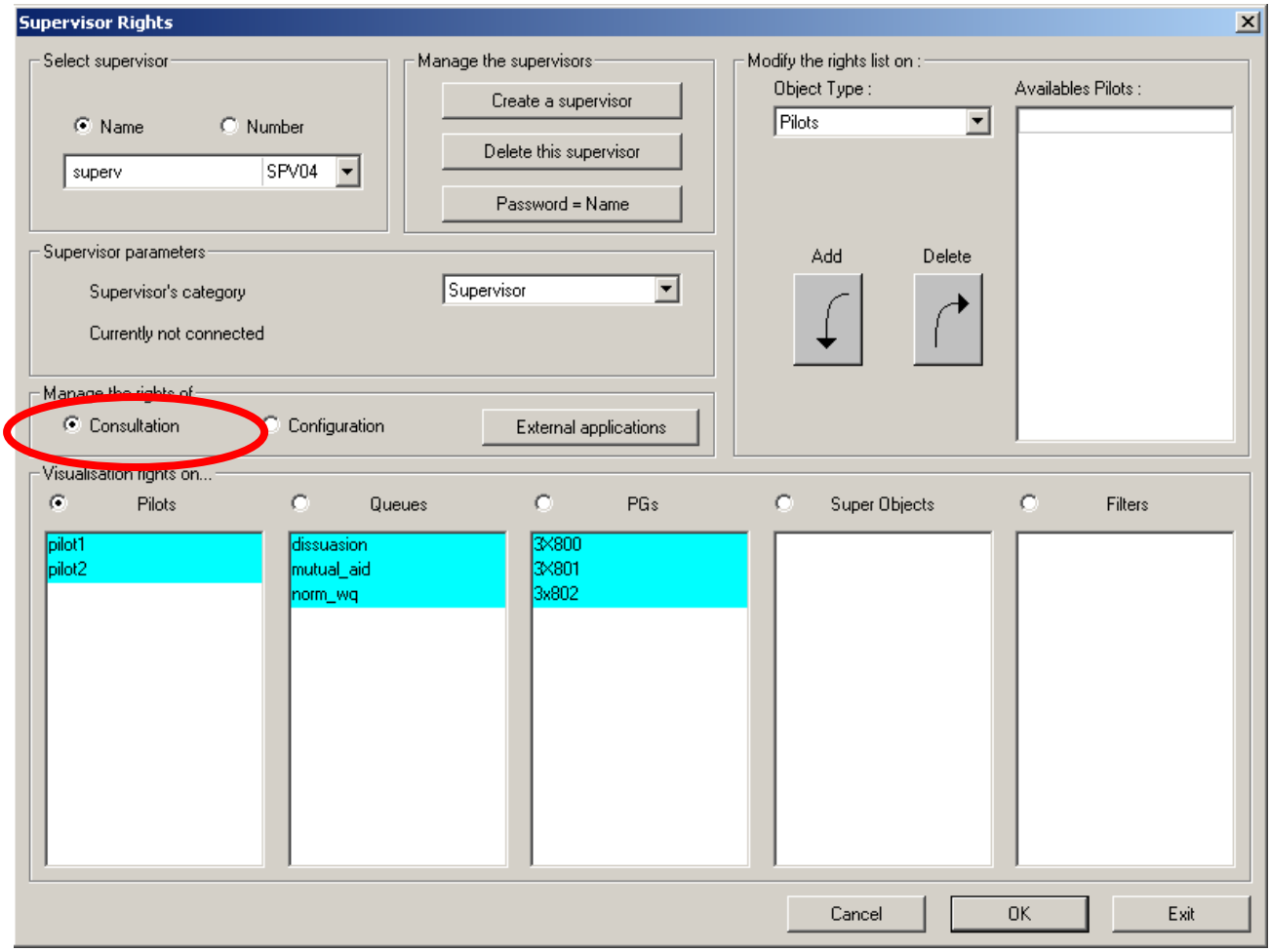
Declare the “superv” account as a supervisor and assign the configuration rights for the pilot 3X600, the queues 3X700 & 3X701, and the processing groups 3X800 & 3X801



Don’t forget that the consultation right is included in the configuration right

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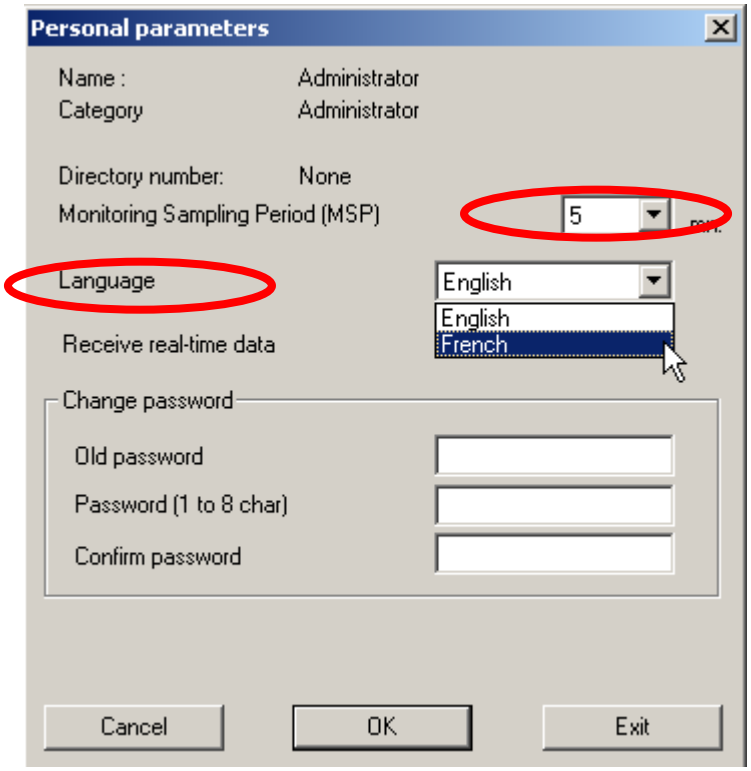
- Assign the consultation rights for the pilot 3X601, the queue 3X702, and the processing group 3X802



2. Change the CCs language and modify the MSP value?
What is the MSP purpose?

Go to : Configuration / personal parameters

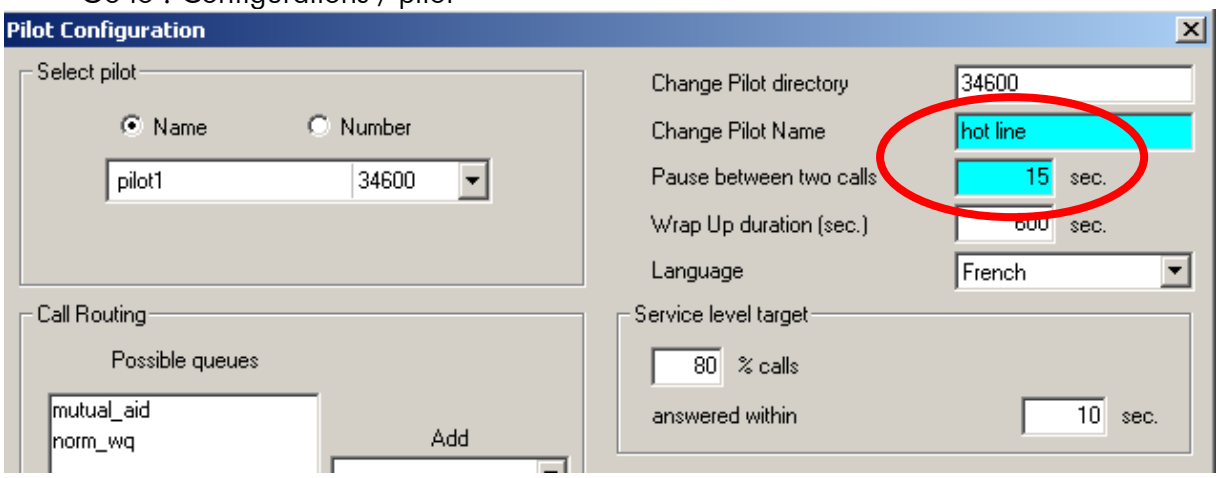
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MSP is the duration during which the real time statistics are drawn up for the supervisor concerned. This period is a sliding scale since it only concerns the last xx minutes. (value between 5 and 60 mn)

3. Modify the pilot 3X600 name: “hot line” will be the new name
Modify the pause timer (15 sec)

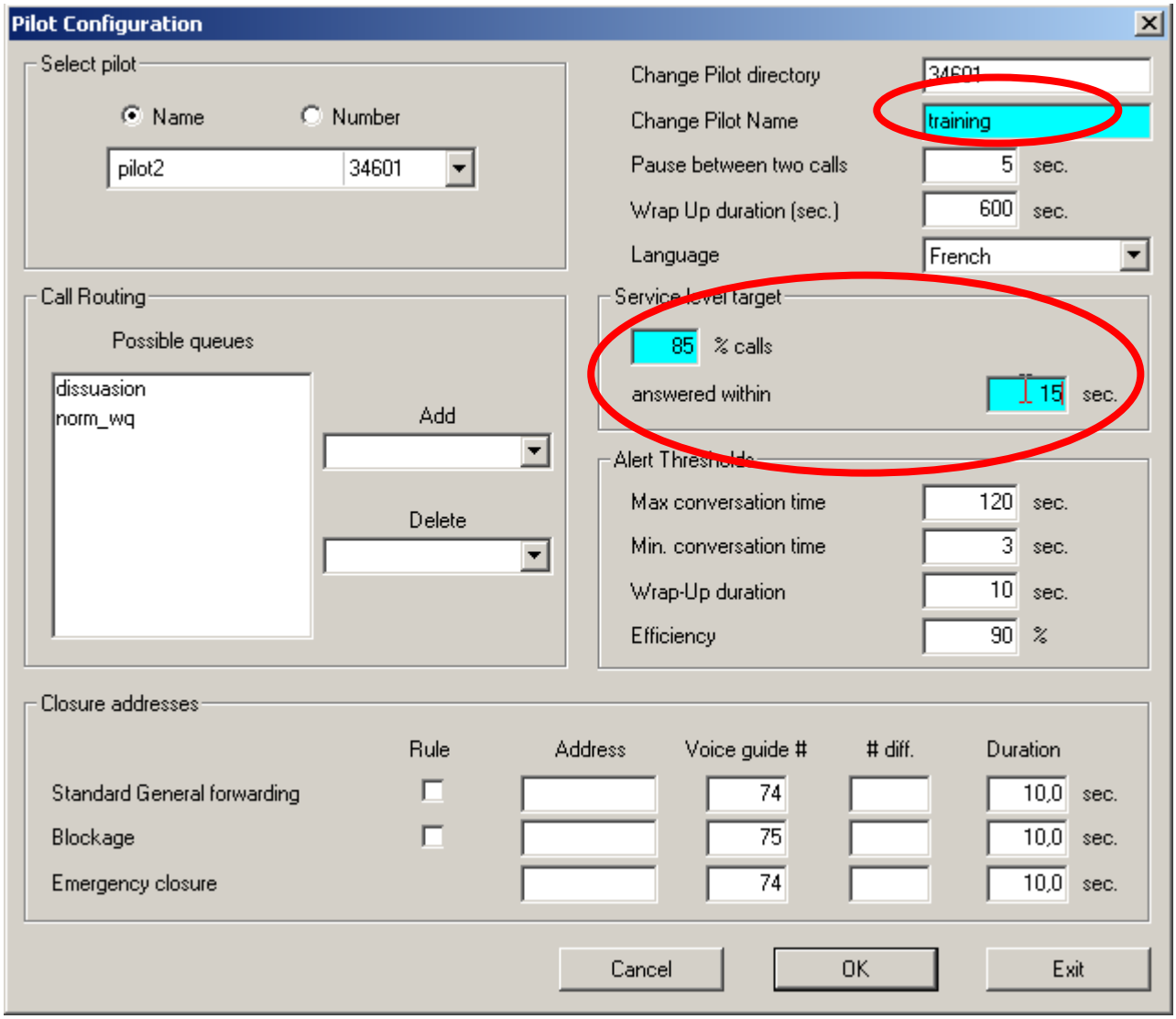
Go to : Configurations / pilot



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"Pause between two calls" parameter is the pause between two calls, granted to the agent after a communication from this pilot. The value, expressed in seconds, must be between 1 and 3276. To delete the pause between calls, enter none value '.

4. Modify the pilot 3X601 name: "Training" will be the new name
Modify the sevice level. 85% of the calls must be answered within 15 sec

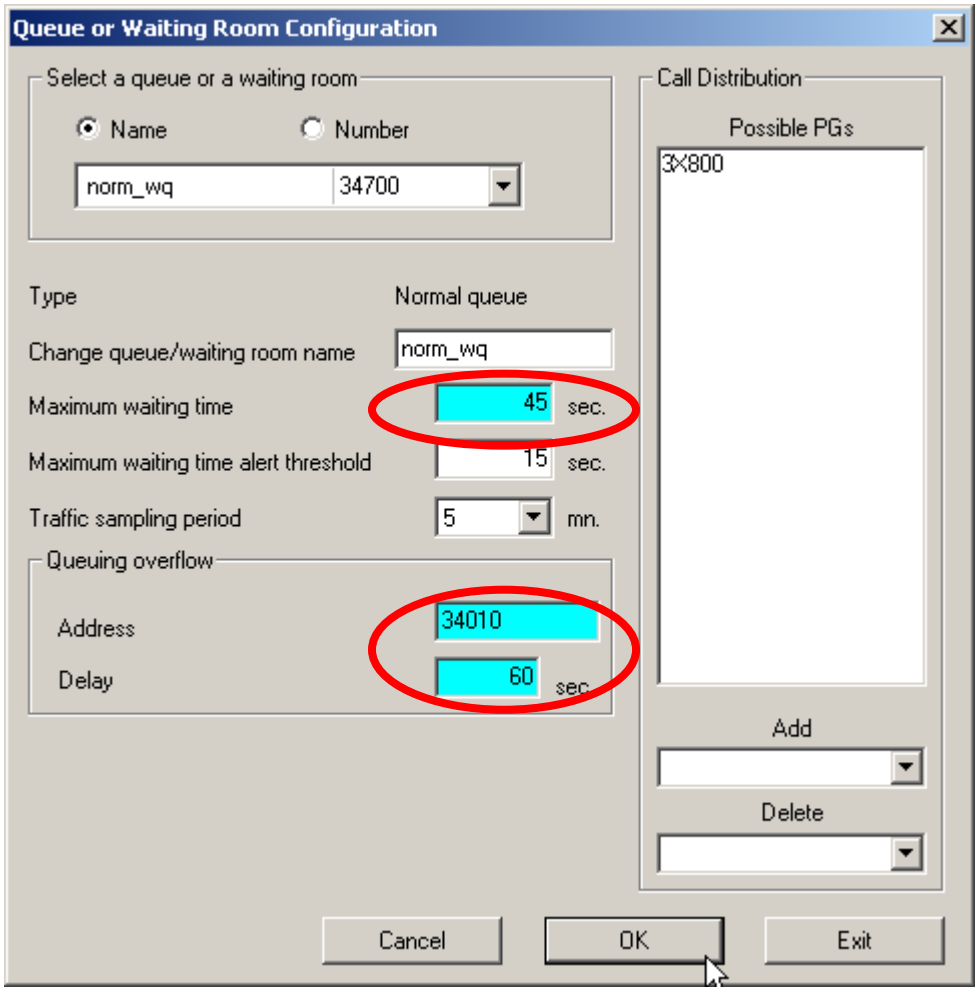


The service level is the percentage of calls from the pilot that have obtained a reply within a time below a certain duration. The service level is calculated on the monitoring sampling period (MSP)

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5. For the normal waiting queue, we would like to define the queue capacity.
If the expected waiting time is upper than 45 sec, the call has to be routed to the next direction.
We would like to manage the queuing overflow.
When a call is waiting in the waiting queue more than 1 mn, this call will overflow to the set 3X010

Go to : Configurations / queue & waiting room



6. In the agent processing group, we would like to manage the following features :

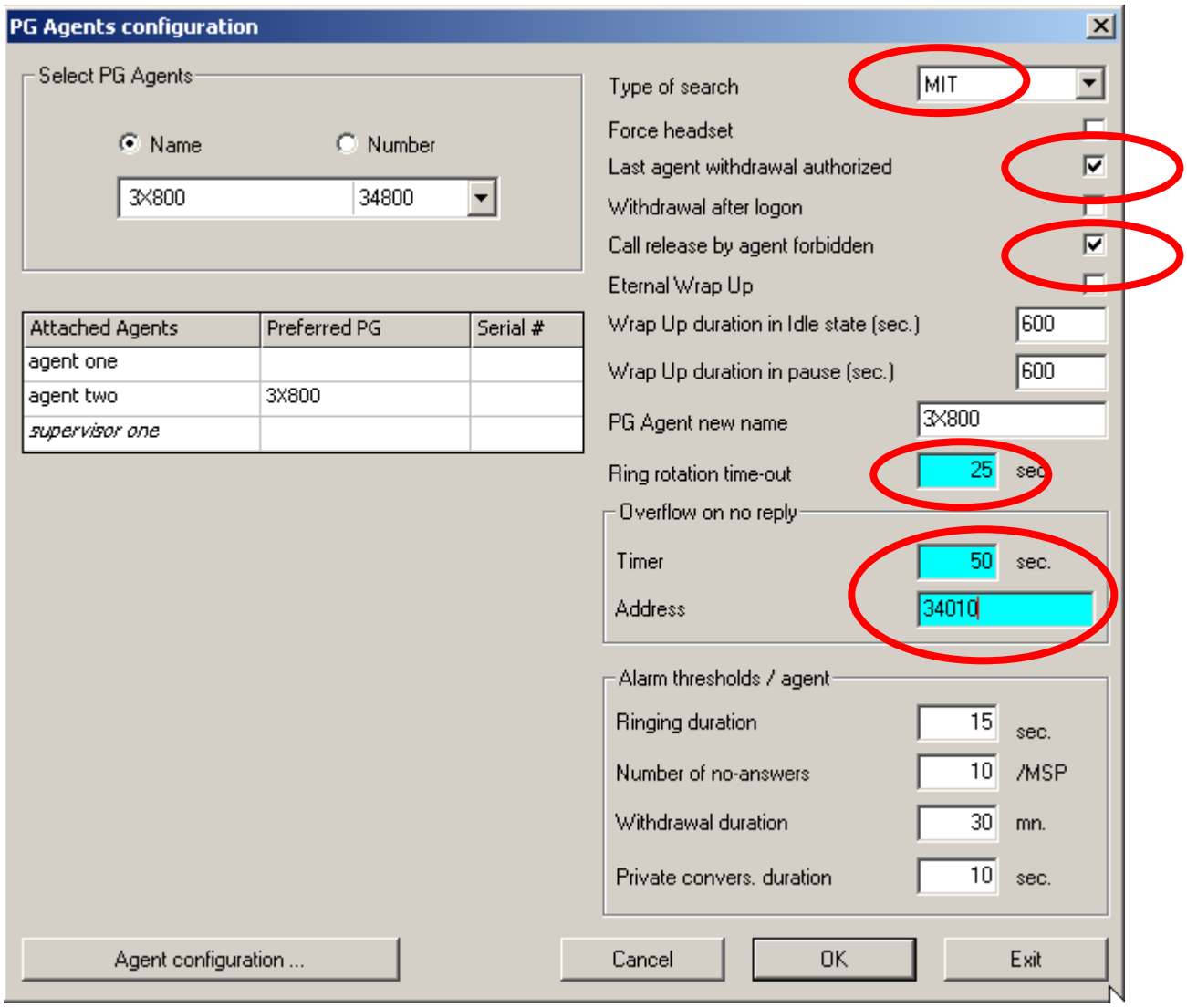
-type of search : MIT
-all agents are allowed to activate the withdrawal; how to manage this feature?

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-when a call is established between a caller and an agent, only the caller is authorized to release the call. Which parameter has to be managed?
-when a call arrives to the agent processing group, one agent will be rung, if this agent doesn't answer before 25 sec, the call will be presented to the next agent

We would like to manage the overflow on no reply.
After 50 sec, if no agent answers the call, the call will exit the processing group and will be routed to the set 3X010.
Test it.

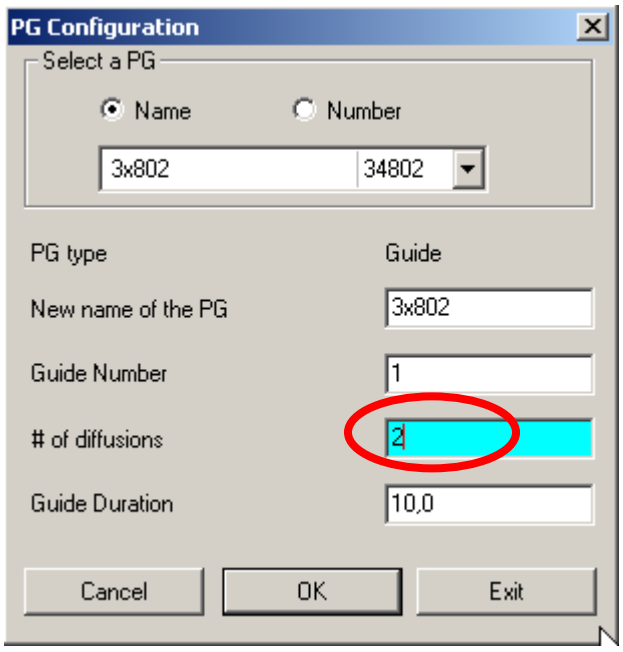
Go to : Configurations / Processing group / PG agent



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7. In the voice guide processing group, we would like to broadcast 2 times the voice guide number 1; we don't want to take into account the voice guide duration.

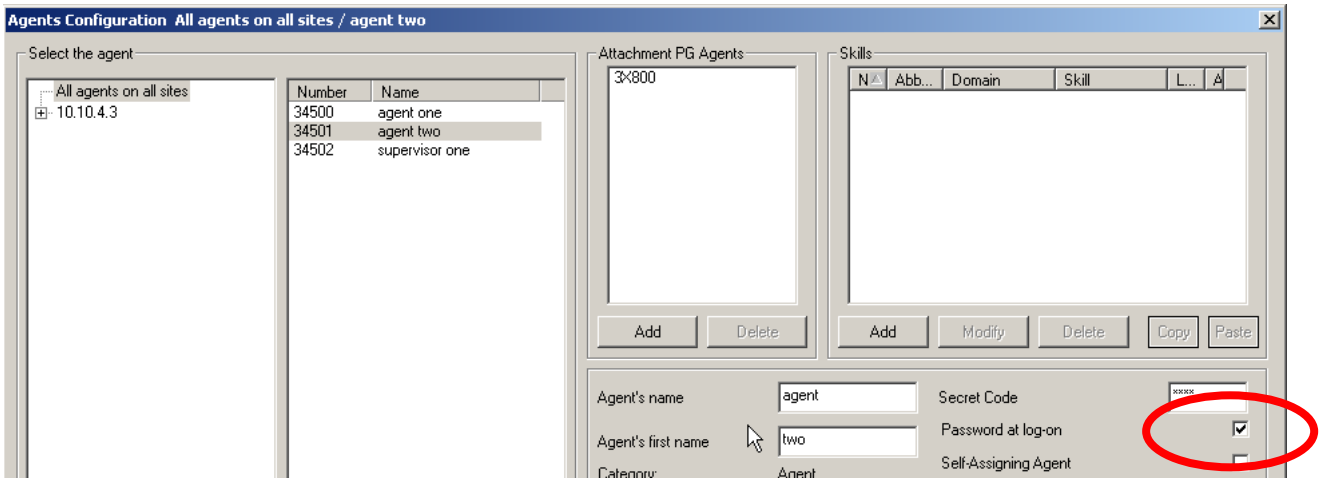
 Go to : Configurations / processing group / PG others



8. For the agent/supervisor , we would like to modify the current management as follows :

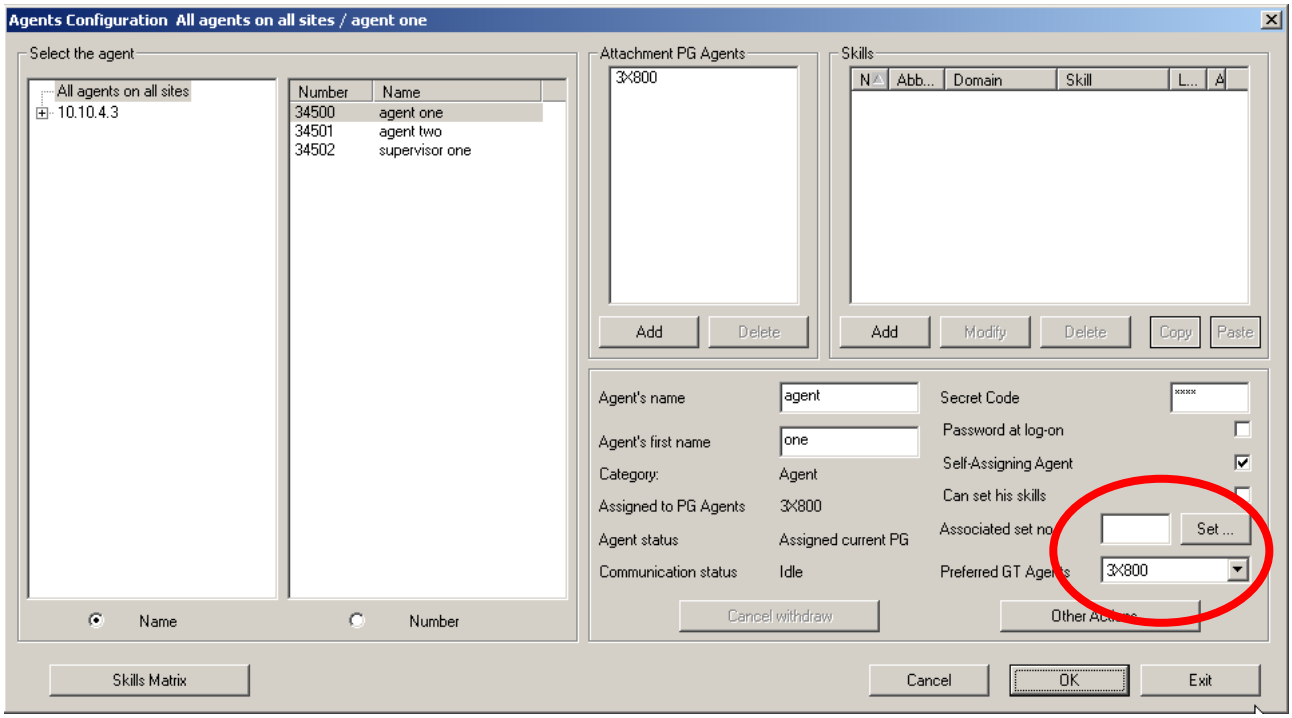
 Go to : Configurations / agent

- Agent 3X501 has to enter his secret code for the log-on/log-off procedure



-
- Agent 3X500 switches from fixed to mobile and has a preferential PG (3X800)

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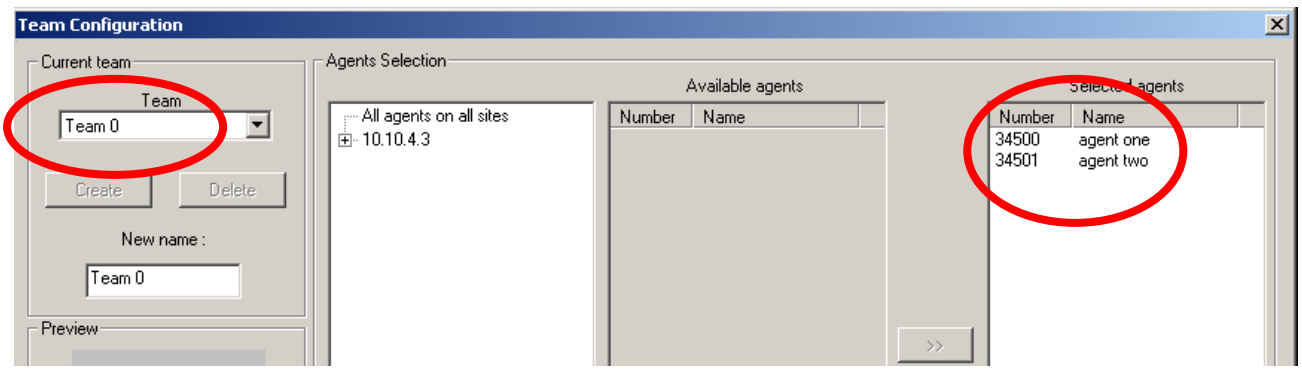


- Supervisor 3X502 has a preferential PG and is self-assignable; is it possible?

 A supervisor can't have any preferential PG and is self-assignable by default (always)

9. Manage a team (team 0) which contains the agents 3X500 and 3X501

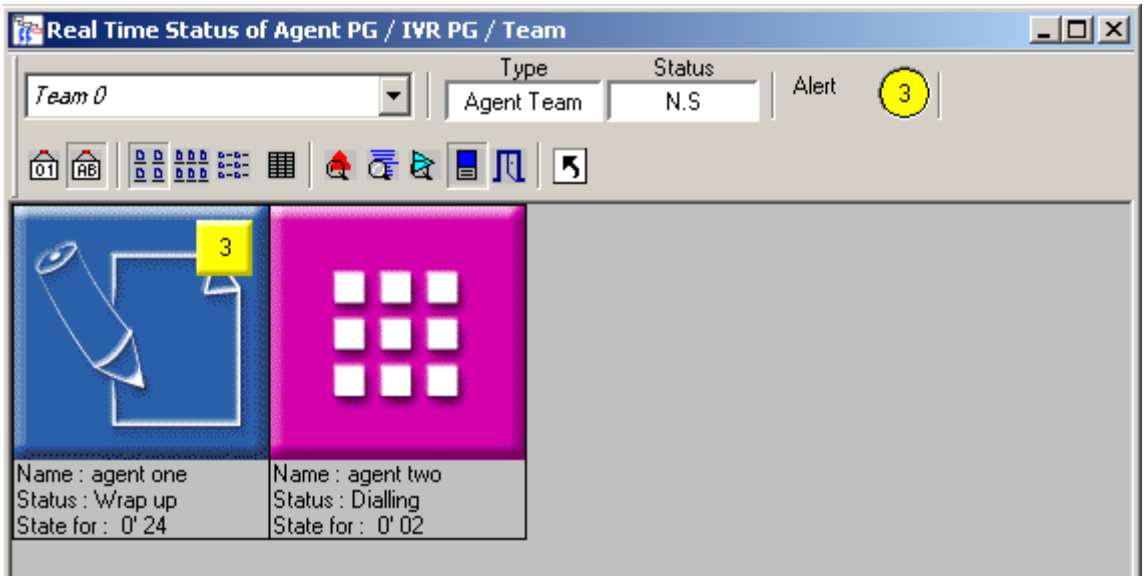
 Go to : Configurations / team



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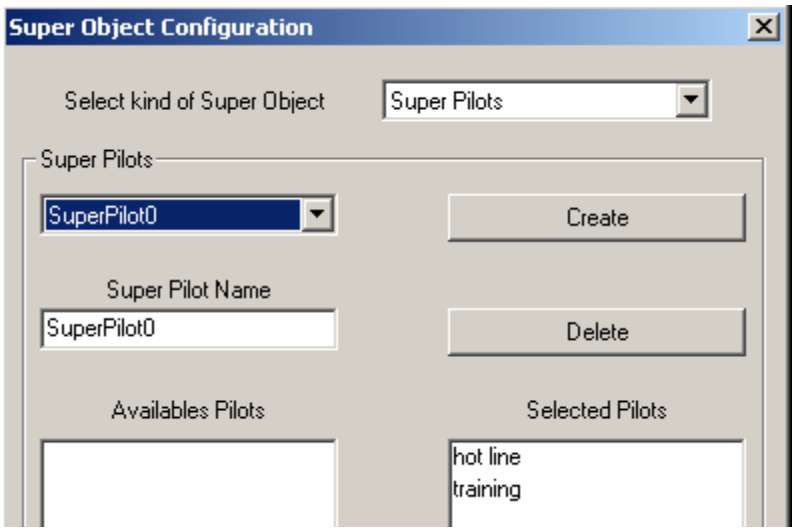
The team purpose is to be able to display real time information of agents who can belong to different PG.

For real time information concerning the team, go to :
Real time / Processing group / PGAgent/IVR/team



10. Manage a superpilot (superpilot 0) which contains the pilots 3X600 and 3X601
What is the superpilot purpose?

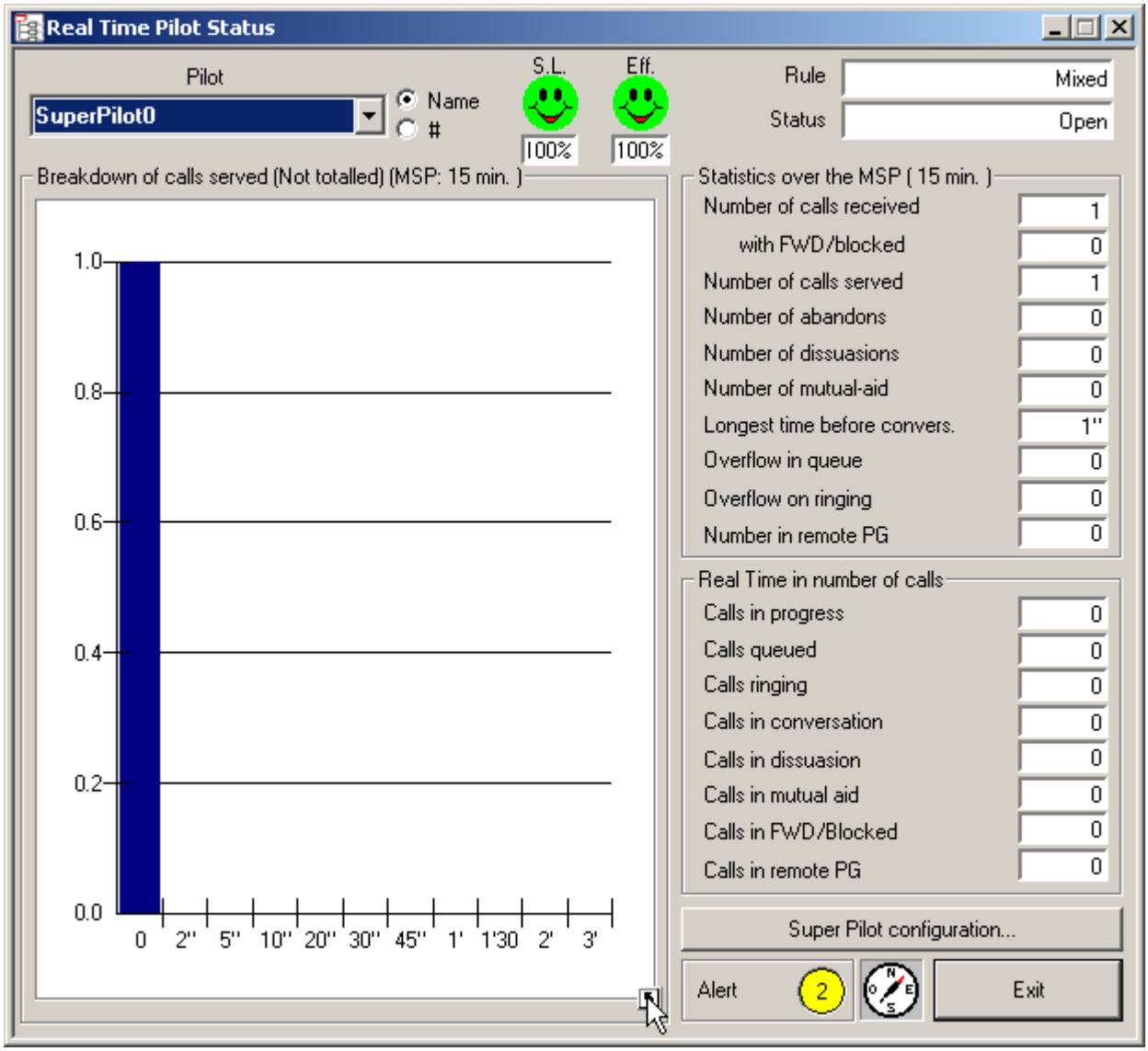
Go to : Configurations / superobjects



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Check real time information of the superpilot?

Go to : Real time / pilot



The superpilot purpose is to be able to display real time information concerning a set of pilots, and to be able to create some Excel statistic reports concerning these different pilots gathered in a superpilot

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Alcatel OmniTouch Contact Center

Call Flow management via CCs

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OBJECTIVE:

- To be able to manage the Routing & the distribution rules with the CCsupervision

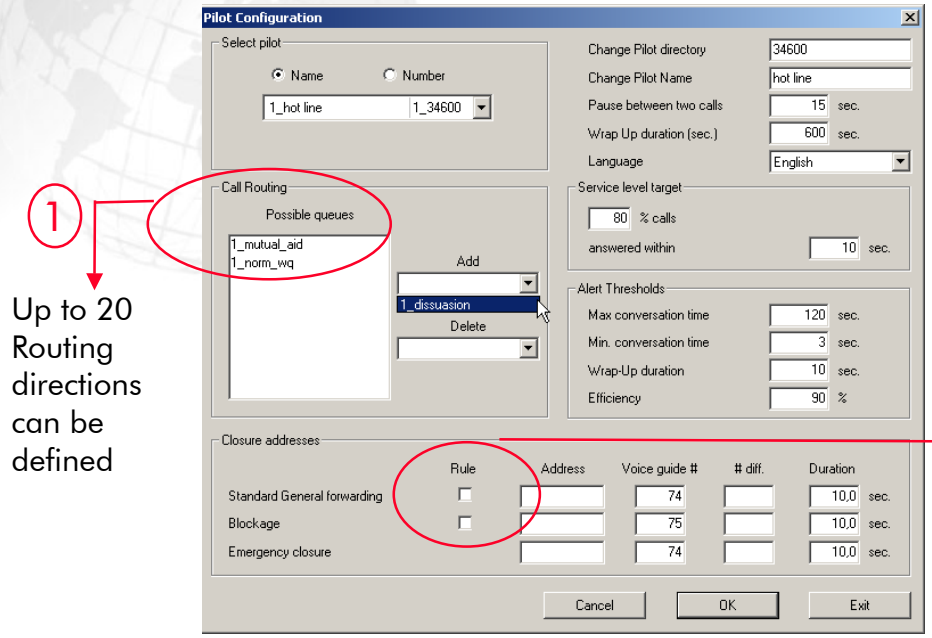
Routing rule

- Routing rules are used to associate pilots and queues
 - One pilot can be linked maximum with 20 queues
- When managing routing rules, some parameters have to be taken into account :
 - Call routing priority value
 - Open / closure of directions
 - Main directions (used for blockage mode)
- 30 rules can be defined for each pilot; but only one rule is active at a time
- Rules can be activated manually (by using the CCs or mgr) or automatically, by using the CCs calendar

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Routing rule : define the queues reachable by the pilot

Configurations / Pilot



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1) Define the routing directions of the pilots
The queues must be created previously with mgr.

This management can be done with « Mgr » Application/CCd/Pilot/Pilot_directoy_nb

Routing Direction 0: Enter the **Directory Number** of the queue to which the calls of this pilot are directed.

2) Allows the routing in case of blockage or forwarding or emergency closure status of the pilot.

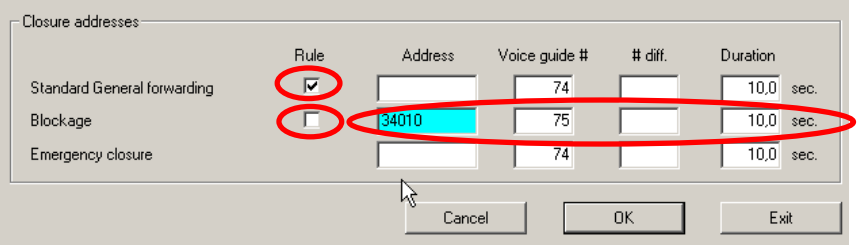
Rule in case of "Standard General forwarding" status:: It is possible to route calls in regard of rules
This management can be done with « Mgr » Application/CCd/Pilot/Pilot_directoy_nb/
- general forwarding on rule : False / true

Rule in case of "blockage" status:: It is possible to route calls in regard of rules
This management can be done with « Mgr » Application/CCd/Pilot/Pilot_directoy_nb/
- Blocked On Rule : False / true

Blocked On Rule: Enter True is the pilot rule is used when the pilot enters in a blocked state.
On creation of the pilot, this attribute does not appear and the value is False (as it is considered to be closed because there are no routing directions created with other elements).
The initialization value is False.

Routing rule

- Call routing behavior according to pilot status (blockage or general forwarding modes) :
 - Either a routing rule is used (see following pages)
 - Or no rule is used; in that case, the system uses :
 - First an address (directory number) if managed
 - Or a voice guide (specify the V.G number, the number of broadcast or the duration)



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"Closure addresses"

A pilot can have several states which are: in service (normal operation), general forwarding, and blocked (accidental closure as there are no more resources to process it).

The closure address defines the parameters required in the case where the pilot is in "Standard General forwarding", in "Blockage" or in "Emergency closure". These parameters are as follows:

"Rule"

(Excepted for "Emergency closure").

The rules are a set of parameters determining the behavior of call distribution. During operation, a calendar system activates the rules according to the current date and time. Check the box to indicate whether the pilot uses a rule in the case of general forwarding or blockage.

« Address »

If you decide not to use a rule or if it is not available, the calls can be directed to a PBX address (Attendant, external no., etc.). Enter the corresponding address (8 characters). If you do not want to use a PBX address, leave the item empty.

"Voice guide #"

If you decide not to use a PBX address or if it is not available, the calls are directed to a voice guide. Enter the number of the guide. This entry is mandatory.

"# diff."

It is the number of time the guide will be played. If this value is empty, then the duration parameter hereunder is used.

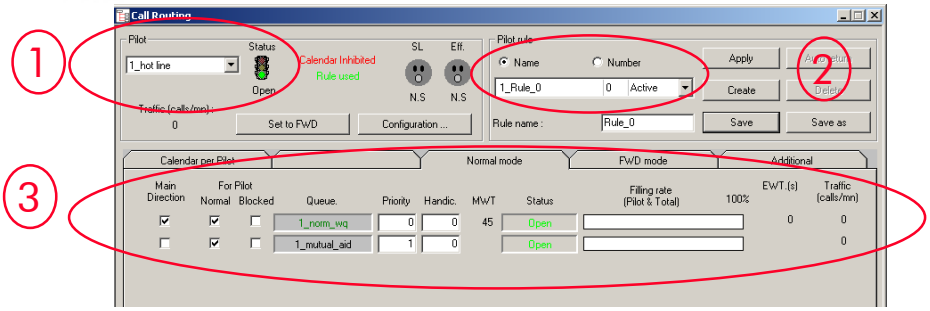
"Duration"

This is the playback duration of the corresponding guide. Enter a value between 0.1 and 3276.7 seconds.

Routing rule (for normal and blockage on rule modes)

Call Flow mgt / Call Routing (“normal mode” tab)

- Select the pilot
- Create routing rules (30 maximum)
- Define the routing parameters :
 - Open/close directions (for normal and blocked pilot)
 - Manage the routing priority value
 - Declare the « Main direction » : a pilot is blocked when all directions declared as main directions are blocked



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1) Select the pilot in the list (This management can be done with « Mgr » CCd/Application/Pilot /Pilot_name)

2) Select the active Rule or create a new one (This management can be done with « Mgr » CCd/Application/Pilot/Pilot_name/Current Pilot Rule Number)

Current Pilot Rule Number: Indicates the number of the current rule that is active for this pilot

3) Select the normal mode (It possible to allow to route calls when pilot is blocked or forwarded)

Main direction: The status of this direction will change the pilot status (Open or Block).
This parameter can be managed with Mgr CCd/Application/Pilot/Pilot_name/Pilot Rule Direction/Used for blockage (norm)

Used for blockage (norm): enter True if the pilot - queue direction is taken into account for estimating the blockage for this rule in normal.

For Pilot Normal: Open the direction when the pilot is in Open Mode

This parameter can be managed with Mgr CCd/Application/Pilot/Pilot_name/Pilot Rule Direction/Direction open (norm)

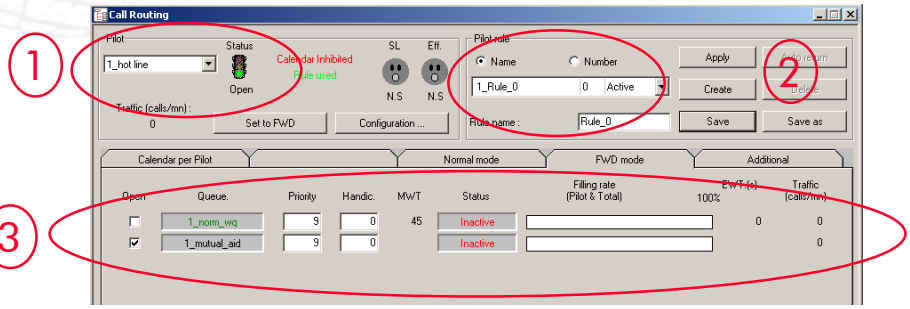
Direction open (norm):In normal distribution mode: - True for this rule, the pilot - queue direction is open.
- False for this rule, the pilot - queue direction is closed.

For pilot Blocked: Open the direction when pilot is in Open Mode

This parameter can be managed with Mgr CCd/Application/Pilot/Pilot_name/Pilot Rule Direction/Direction open (Blo)

Routing rule (for general forwarding mode on rule)

- Call Flow mgt / Call Routing (“Fwd Mode” tab)
 - Select the pilot
 - Create routing rules (30 maximum)
 - Define the routing parameters :
 - Open/close direction (for general forwarding pilot status)
 - Manage the routing priority value



AlcatelUniversity The smart connection.
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1) Select the pilot in the list (This management can be done with « Mgr » CCd/Application/Pilote/Pilote_name)

2) Select the active Rule or create a new one (This management can be done with « Mgr » CdD/Application/Pilote/Pilote_name/Current Pilot Rule Number)

3) Open the direction for the forwarding mode (This management can be done with « Mgr »)

Applications /CCd/Pilot/Pilot Rule Direction/**Direction Open (genfwd)**

Direction Open (genfwd): In general forwarding distribution mode:
- **True** for this rule, the pilot - queue direction is open.
- **False** for this rule, the pilot - queue direction is closed

Routing rule : presentation guide and parking levels managements

Call Flow mgt / Call Routing (“Additional” tab)

- Manage the presentation guide (according to the pilot status)
 - Specify the voice guide number, the number of broadcast or the duration
- Manage the 6 parking levels (according to the pilot status); for each of them, specify :
 - An Expected Waiting time Table (E.W.T) (advanced feature, explained later)
 - Or an address : CCIvr or I.A.A (if E.W.T is not managed)
 - Or a voice guide number, the number of broadcast or the duration, and the “auto cut” parameter (if E.W.T and CCIvr/ I.A.A address are not managed)

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The “**additional**” tab is composed of three management tables of waiting levels associated with state of the pilot : "Normal Table" , "Blocked Table" and "General Forward Table" .

Each table possesses the following elements

- A presentation Guide defined by its number, the number of time it is played, and length in time
- Six levels of waiting, themselves composed of the following fields.

*If a EWT Table is specified, the processing applied at this waiting level depends on the calculated expected waiting time and on the EWT table. If no table is specified, the processing applied to this does not depend on the expected waiting time, the call will be connected according to an address (IVR, automatic operator) or on a waiting guide according to the parameters managed in this level.

*Address or call in line will be connected. This address may be either :

– Empty : no interactive queue for this level.

– A number of a PG IVR in queue (CCIvr)

– A number of an Integrated Automated Attendant

If the address is empty or not available, the next parameter (guide) will be used instead.

*Guide defined in the following manner :

– Number of the Guide. If the number of the guide is not present or not in service, the next waiting level will be taken instead.

– Number of diffusions; if not filled, the Guide duration is used.

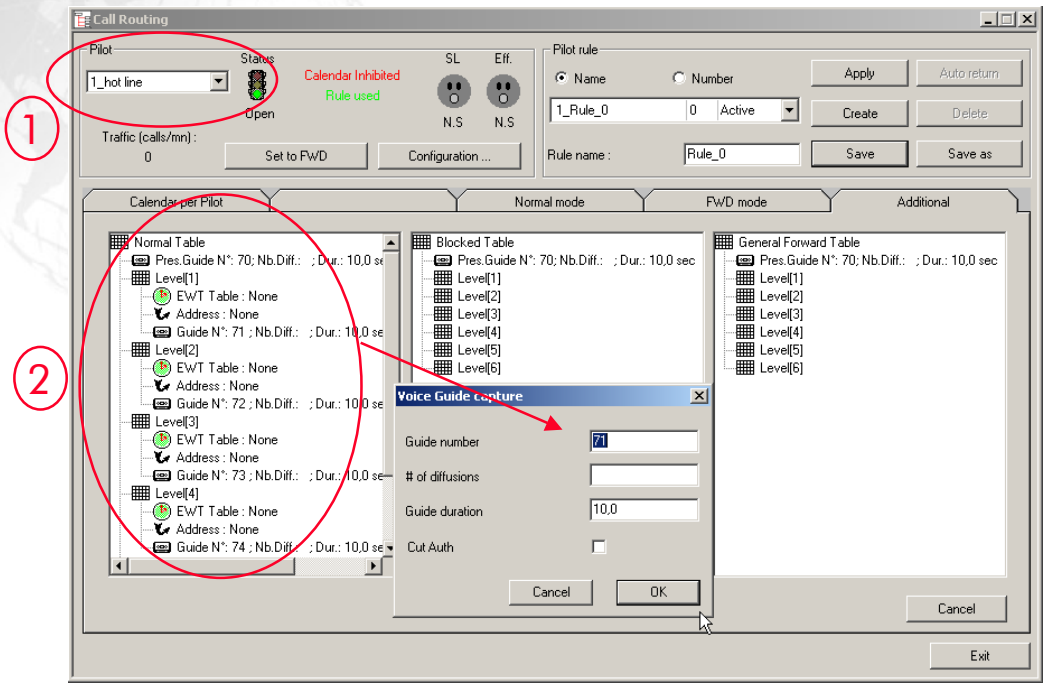
– Guide duration : interactive listening time.

– Authorisation to cut : a call connected to a guide will be distributed as soon as a resource becomes available.

– Non-authorized to Cut : a call connected to a guide will not be distributed before the end of the listening time.

At level 6, only the guide number can be customised

Routing rule : presentation guide and parking levels managements



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1) Select the pilot

2) Set the voice guide Nb for the presentation Guide and the park level voice guide.

This management can be done with Mgr

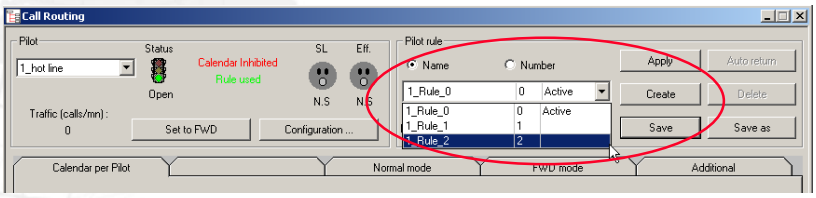
Applications/CCD/Pilot/Pilot Rule Guide/**Pr_PresGuideNumber**

Pr_PresGuideNumber:In the case of normal distribution, enter the number of the guide to be connected when a call is presented on this pilot.The initialization guide number is **70** (no guide = **0**)

Routing rule **manual** activation

From the CCs

- Call Flow mgt / Call Routing



From "mgr" tool

- Applications / CCD / Pilots

```
Review/Modify: Pilot

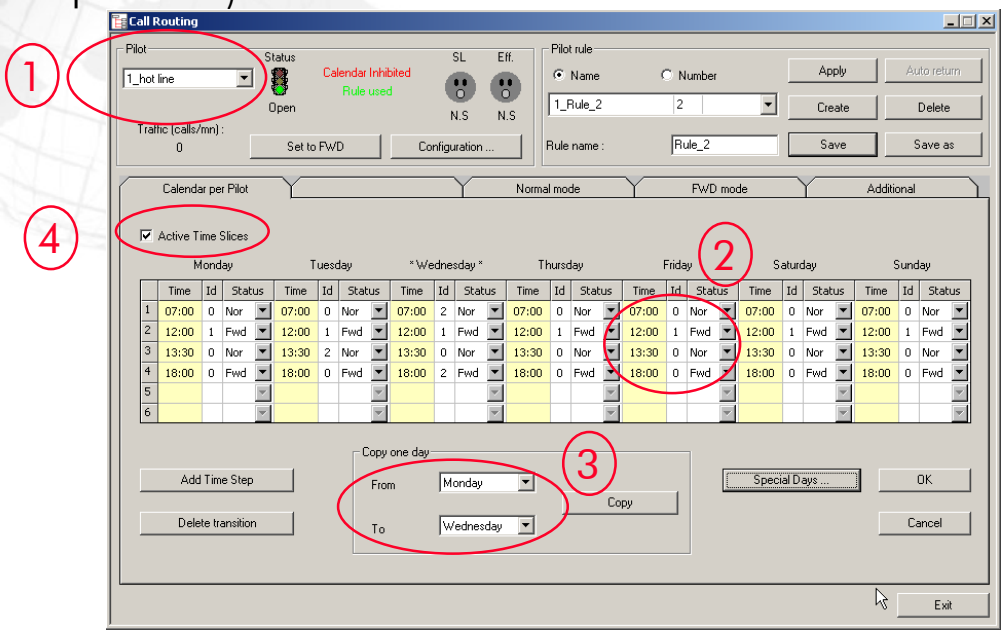
          Node Number (reserved) : 4
             Instance (reserved) : 1
             Instance (reserved) : 1
          Pilot Directory Number : 34600

                   Directory Name : hot line
          Current Pilot Rule Number : 0
```

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Routing rule **automatic** activation

From the CCs : Call Flow mgt / Call Routing (“calendar per pilot” tab)



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1) Select the pilot in the list

2) Define a time slice, rule number, Status of the pilot

3) It ‘s possible to copy time slice from one day to another one

4) Active the time slices

This management can’t be done with « Mgr »

Calendar of the pilot

The "Calendar per Pilot" tab is similar to a table containing the days of the week (Monday to Sunday) and hourly transitions (1 to 6). The calendar allows the ACD to operate automatically. Each transition ("Time" column) calls a call distribution rule ("Id" column : identifier of the rule), and a pilot status ("Status" column, with 2 possible values: "Nor" for "Normal" or "Fwd" pour "General forwarding"), used to adapt ACD capacity in line with time periods.

To avoid any abnormal operation, one transition and one rule at least must be created per week.

"Active Time Slices"

When this box is checked, it allows implementation of the calendar and hence the automatic operation of the ACD. In this case, the background of the "Time" cell in the active transition is displayed in green. If the box is not checked, the active rule is the last one selected by the calendar or by the supervisor.

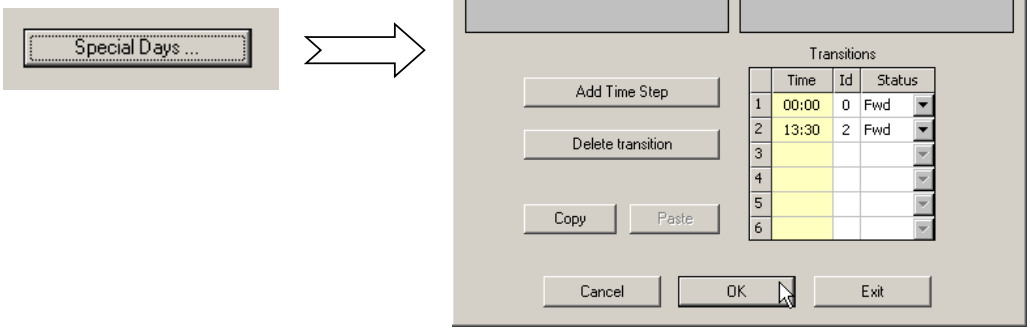
"Copy one day"

This part of the window is used to copy all the transitions from one day to another day. The "From" list indicates the day used as model, the "To" list selects the day receiving the new parameters. After choosing two days, click on the "Copy" key.

Note: After any modification in the calendar, the modification must be validated in order to be taken into account.

Routing rule **automatic** activation

- It's possible to manage a specific call routing behavior for special days
- From the CCs :
 - Call Flow mgt / Call Routing ("calendar per pilot" tab)



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The special calendar window comprises the following elements:

- a calendar used to select or de-select special days. A maximum of 50 special days can be defined per pilot. The selection/de-selection of the days is carried out by clicking on the day. The days previous to the current day cannot be selected, however they can be de-selected.

- a list of the special days defined by the calendar, this list includes the dates (day, month, year) and the corresponding day of the week.

- a table of 6 transitions : of the day selected in the list of special days. The transitions are defined in the same way as in the weekly calendar, using the "Add Time Step" button , and the "Delete transition" .

- The "Copy" and "Paste" buttons allow the user to copy the transitions from the selected day to another day.

- The "Import From" button allows the user to import the special days of the selected pilot. Note: the days are imported without the associated transitions.

On opening the window, the special day of the current transition is selected if it exists.

The current transition or special day of the current transition cannot be deleted.

Note: It is recommended that you re-position the routing rule corresponding to the non-special mode at the end of the special day.

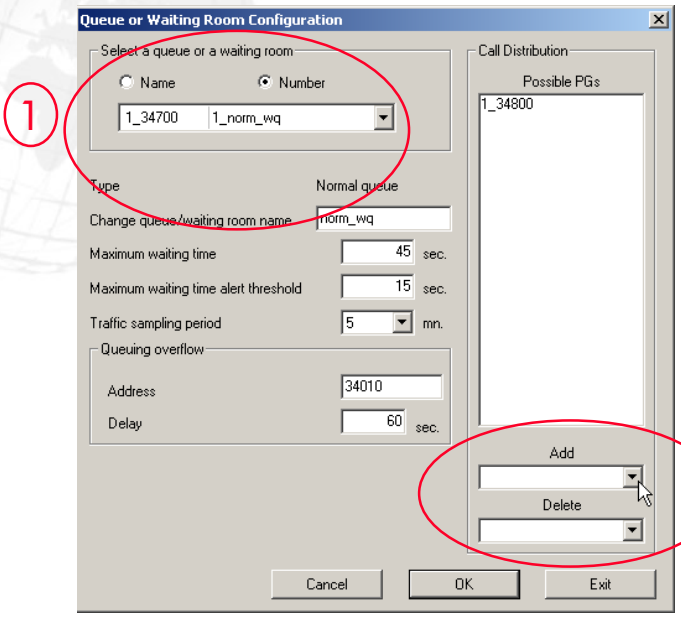
Distribution rule

- Distribution rules are used to associate queues and processing groups
 - One queue can be linked maximum with 30 processing groups
- When managing distribution rules, some parameters have to be taken into account :
 - Open / closure of directions
 - Resource selection priority value
 - Call selection priority value…
- 20 rules can be defined for the whole system; but only one rule is active at a time
- Distribution rules are activated automatically, by using the CCs calendar

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Distribution rule : define the PG reachable by the queues

Configuration / Queue & waiting room



Up to 30 distribution directions can be defined

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1) Select the queue

2) Define the distribution directions of the queues.
The Processing group must be created previously with mgr

This management can be done with « mgr » **Applications/CCd/Queue/Distribution direction 0**

Distribution direction 0: Enter the **Directory Number** of the Processing Group (PG) defining distribution direction 0 between the waiting queue and the processing group.
The Processing Groups must be created beforehand).
When the Processing Groups are created, the system verifies the existence of the processing group and the following Waiting Queue
- Processing Group compatibilities:
- "Normal" type: Agent Processing Group (agent-supervisor),IVP Processing Group, Non-resident Processing Group

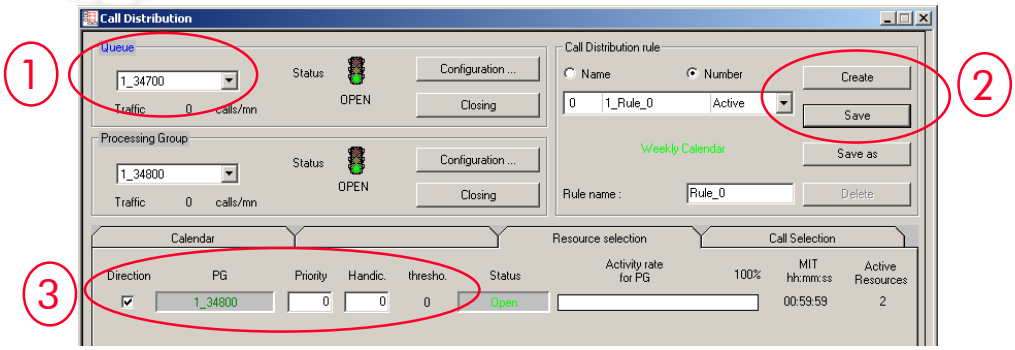
- "Dissuasion" type: Agent Processing Group (agent-supervisor), Forwarding Processing Group, Rerouting Processing Group, Voice guide Processing Group, IVP Processing Group,

- »Mutual aid " type: Forwarding Processing Group, Rerouting Processing Group,

- "Virtual" type: Agent Processing Group, IVP Processing Group

Distribution rule : resource selection management

- Call Flow mgt / Call distribution (“Resource selection” tab)
 - Select a queue
 - Create or modify a distribution rule
 - Define the distribution parameters
 - Open / close directions
 - Manage the resource selection priority
 - Save the distribution rule



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1) Select a queue in the list if you want to manage the resource selection mode This management can be done with mgr
Applications /CCd/Distribution Rule/Resource selection configuration

2) Open the distribution direction (Tick the direction)
This management can be done with mgr

Resource selection management

Applications /CCd/Distribution Rule/Resource selection configuration/Rules_nb/Queue Directory Number/Open Direction.

For each existing distribution rule, the following table appears for each of the 30 possible distribution directions . The distribution directions are shown in their order of declaration in the queue

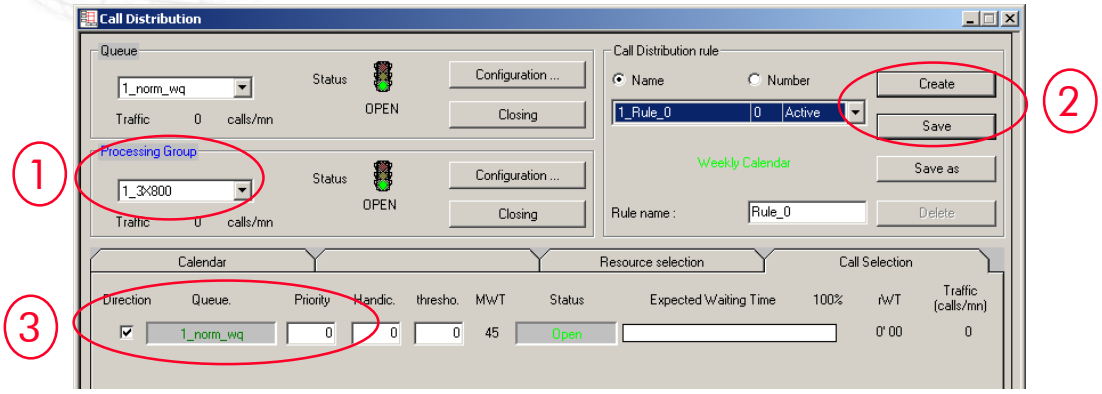
3) Save and activate the current rules

Applications /CCd/Distribution Rule/Active Rule

Distribution rule : call selection management

Call Flow mgt / Call distribution (“call selection” tab)

- Select a processing group
- Create or modify a distribution rule
- Define the distribution parameters
 - Open / close directions
 - Manage the call selection priority
- Save the distribution rule



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1) Select a processing group if you want to mange the call selection mode..

Applications /CCd/Distribution Rule/Call selection configuration

2) Open the distribution direction (Tick the direction)
This management can be done with mgr.

Applications /CCd/Distribution Rule/Call selection configuration/PG Directory Number/Direction Open

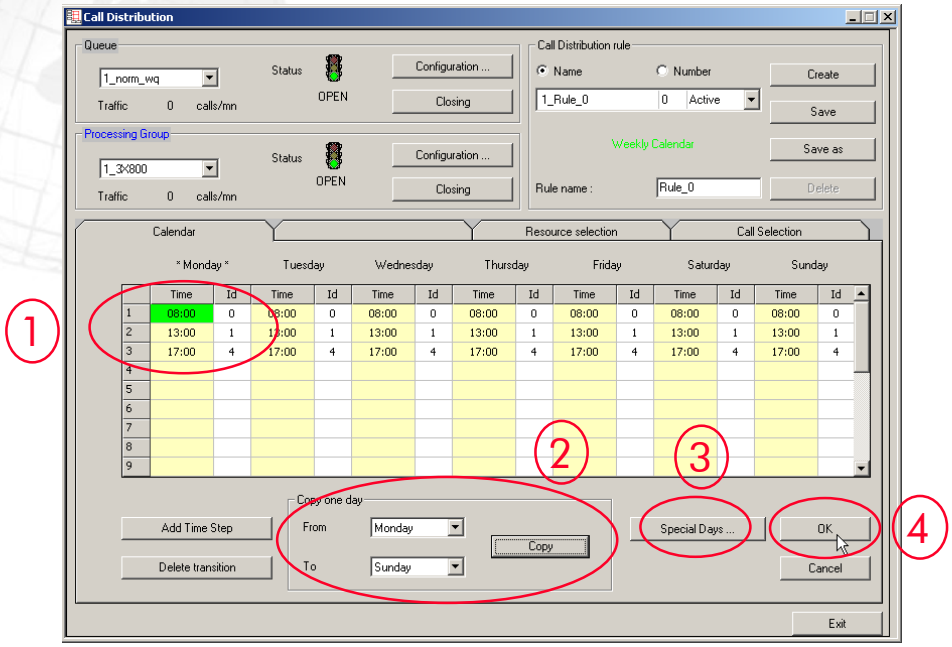
For each existing distribution rule, the following table appears for each of the 30 possible distribution directions (0 to 9)

3) Save and active the current rules

Applications /CCd/Distribution Rule/Active Rule

Distribution rule automatic activation

Call Flow mgt / Call distribution (“calendar” tab)



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1) Add the time slice in the calendar (20 transitions maximum per day)

2) Copy the time slice from one day to another one

3) Manage special days if required (same principle than for the routing rule)

4)Save the calendar modification

Note:
It’s possible to activate manually the distribution rule by using “mgr” tool

Applications /CCd/Distribution Rule

```
Review/Modify: Distribution Rule

          Node Number (reserved) : 4
             Instance (reserved) : 1
             Instance (reserved) : 1
                     Rule Number : 0

                            Name : Rule_0
                     Active Rule : True
```

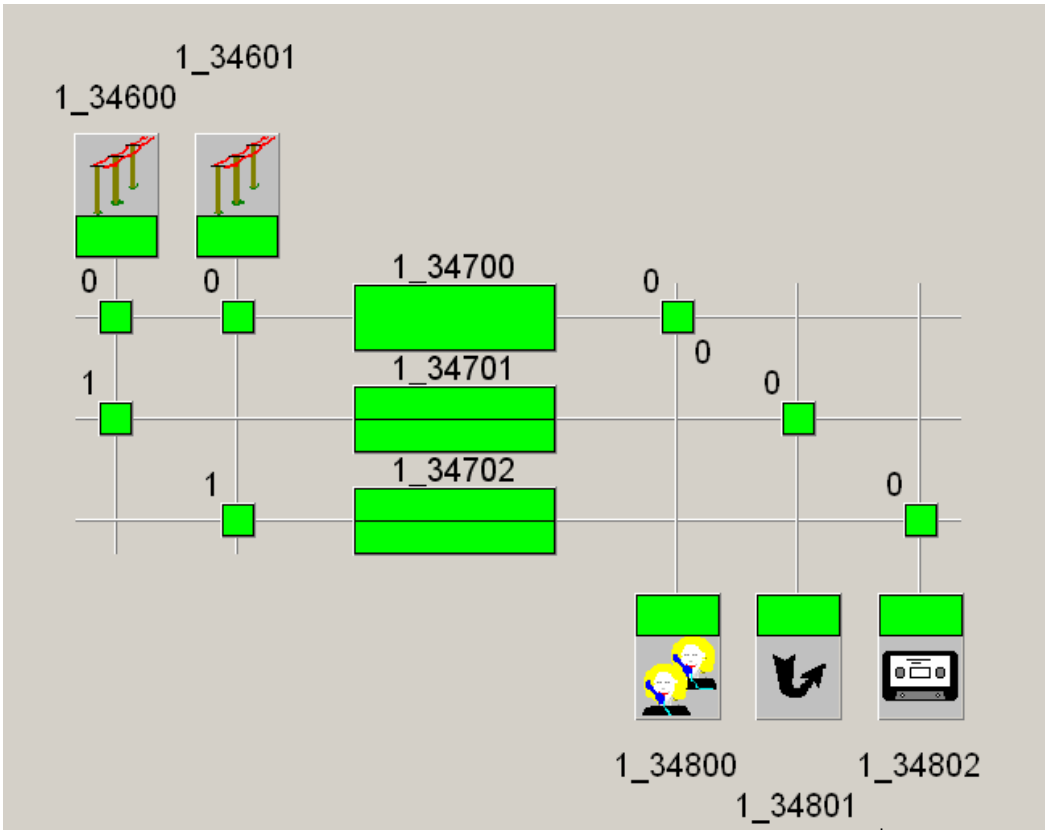
HANDS-ON EXERCISES
Alcatel OmniTouch Contact Center

OBJECTIVE:

- Modifying the call routing & the call distribution

MANAGEMENT:

1. The existing CCd matrix is the following one



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The customer would like to modify the call routing and the call distribution.
He would like to add a new waiting queue (normal type) and a new agent processing group.

So, by using "mgr" or the "OmniVista 4760", create a new normal waiting queue : 3X703 and a new agent processing group 3X803.
The agent 3X500 will be assigned to the PG 3X800
The agent 3X501 will be assigned to the PG 3X803
The supervisor will be able to log-on in both processing groups.

2. Call routing and call distribution for the pilot 3X600

In normal state :

- the calls will be routed first to the queue 3X700 which is associated to the agent processing group 3X800 (agent 3X500 is log-on)
- in case of unavailability (congestion) of the first direction, the calls will be routed to the queue 3X703 which is linked to the PG 3X803 (agent 3X501 is log-on)
- if the two first directions are not available (congestion), the mutual aid queue (3X701) will be used. This queue is linked to the forward PG 3X801 (forward to the Z set 3X010)

In blocked state : this pilot blockage status depends only of the status of the first direction (waiting queue 3X700); if this direction is blocked, the pilot is blocked : what is the management for that feature?
When the pilot is blocked :

- the calls will be routed first to the queue 3X703 which is associated to the agent processing group 3X801 (agent 3X501 is log-on)
- in case of unavailability (congestion) of the first direction, the calls will be routed to the dissuasion queue 3X702 which is linked to the voice guide PG 3X802 (voice guide number 1)

In general forwarding state :

- every day, from 00:00 to 08:00, from 12:00 to 13:30 and after 18:00, this pilot will be in general forwarding status; in that case, the callers will hear 2 times the voice guide number 689 ("our office is closed, please call back during opening hours, from 08:00 to 12:00 and from 13:30 to 18:00")

Do the corresponding management

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3. Call routing and call distribution for the pilot 3X601

In normal state :

- the calls will be routed first to the queue 3X703 which is associated to the agent processing group 3X803 (agent 3X501 is log-on)
- in case of unavailability (congestion) of the first direction, the calls will be routed to the queue 3X700 which is linked to the PG 3X800 (agent 3X500 is log-on)
- if the two first directions are not available (congestion), the dissuasion queue (3X702) will be used. This queue is linked to the voice guide PG 3X802 (VG number 1)

In blocked state : this pilot blockage status depends of the status of the two first directions (waiting queues 3X700 and 3X703); if these 2 directions are blocked, the pilot is blocked : what is the management for that feature?
When the pilot is blocked :

- the calls will be routed to the set 3X011

In general forwarding state :

- every day, from 00:00 to 07:00, from 12:00 to 13:00 and after 19:00, this pilot will be in general forwarding status; in that case :
- the calls will be routed to the mutual aid queue (3X701). This queue is linked to the forward PG 3X801 (forward to the Z set 3X010)

Do the corresponding management.

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HANDS-ON EXERCISES SOLUTIONS
Alcatel OmniTouch Contact Center

OBJECTIVE:

- Modifying the routing
- Modifying the distribution

MANAGEMENT:

1. The customer would like to modify the call routing and the call distribution.
He would like to add a new waiting queue (normal type) and a new agent processing group.

So, by using "mgr" or the "OmniVista 4760", create a new normal waiting queue : 3X703 and a new agent processing group 3X803.

Go to : Applications / CCD / Queue / create

```
Create: Queue

            Node Number (reserved) : 1
               Instance (reserved) : 1
               Instance (reserved) : 1
                  Directory Number : 34703

                              Name : norm_wq2
                              Type + Normal
                     Manual Closure + False
          Distribution direction 0 : --------
          Distribution direction 1 : --------
          Distribution direction 2 : --------
          Distribution direction 3 : --------
          Distribution direction 4 : --------
          Distribution direction 5 : --------
          Distribution direction 6 : --------
          Distribution direction 7 : --------
```


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Go to : Applications / CCD / Processing group / create

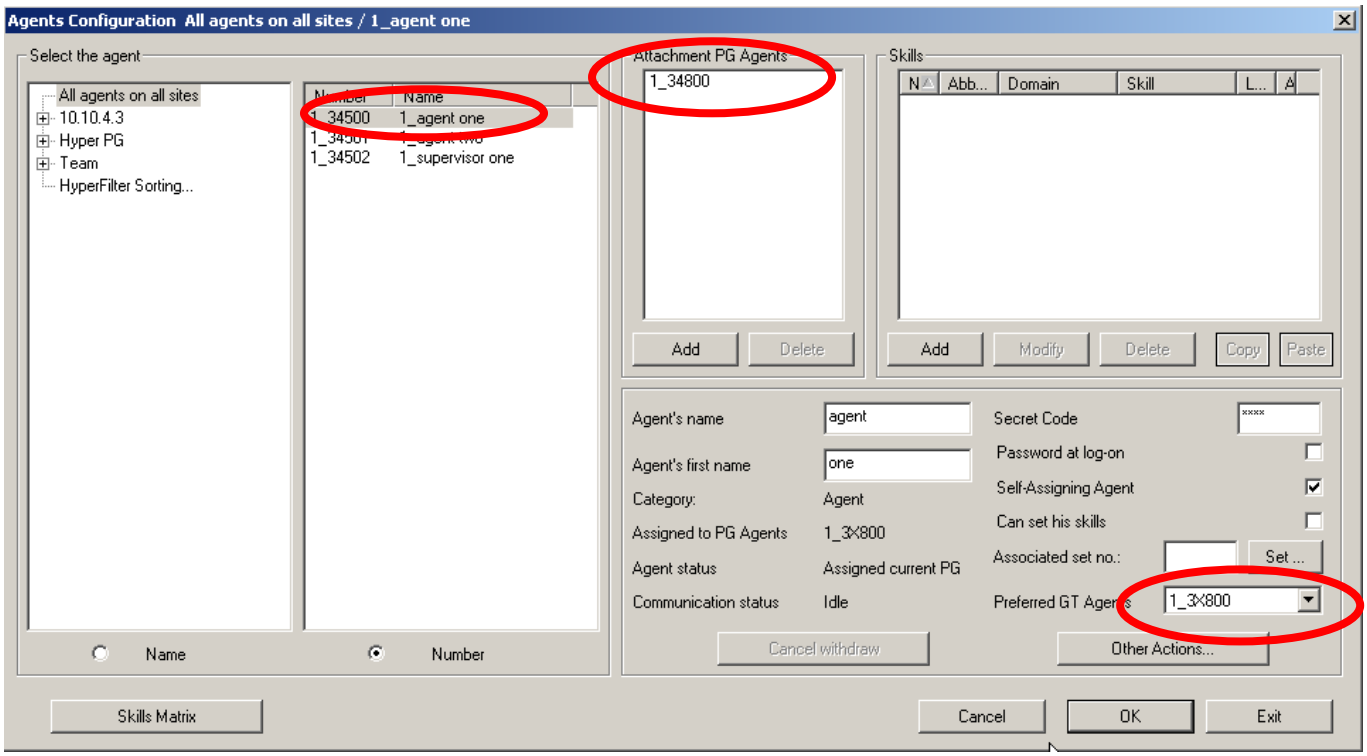
```
Create: Processing Group

          Node Number (reserved) : 1
             Instance (reserved) : 1
             Instance (reserved) : 1
                Directory Number : 34803

                            Name : Agent_PG2
                            Type + Agent
```

The agent 3X500 will be assigned to the PG 3X800 ; so by using the CCs :

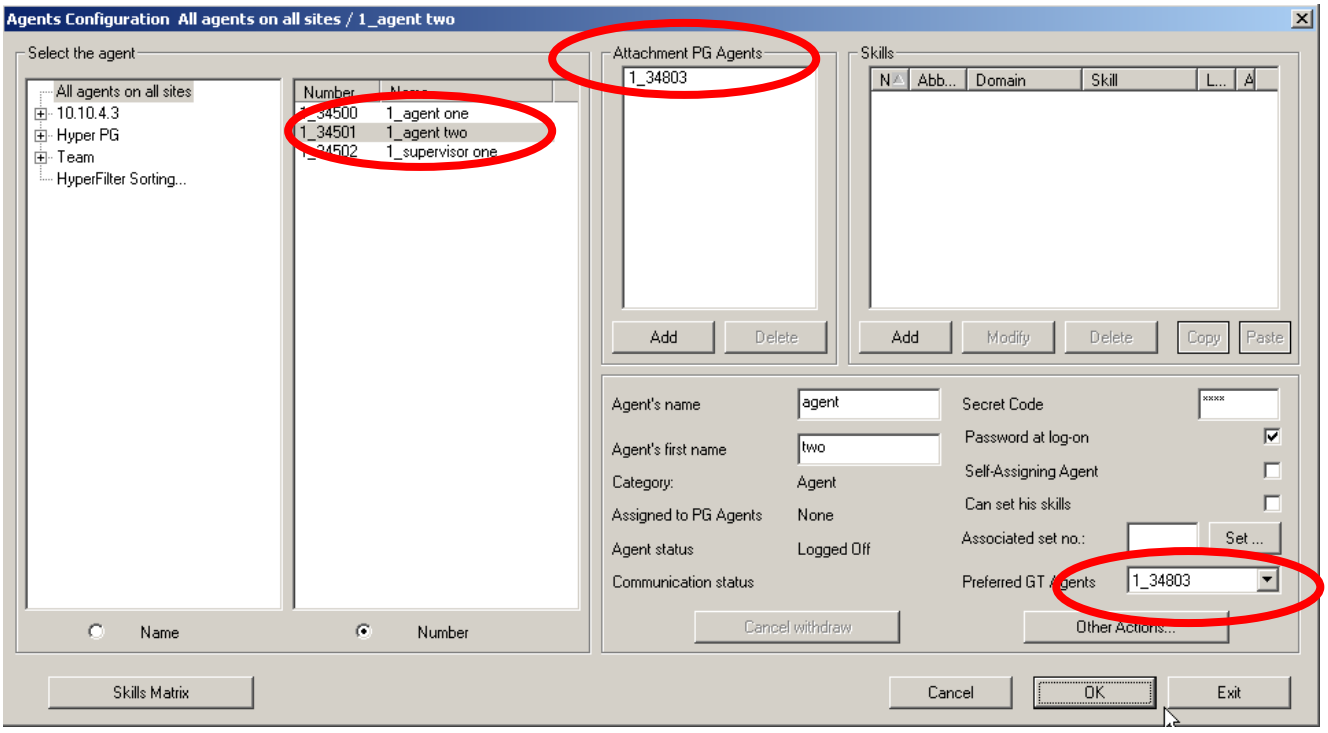
- Go to configurations / agent



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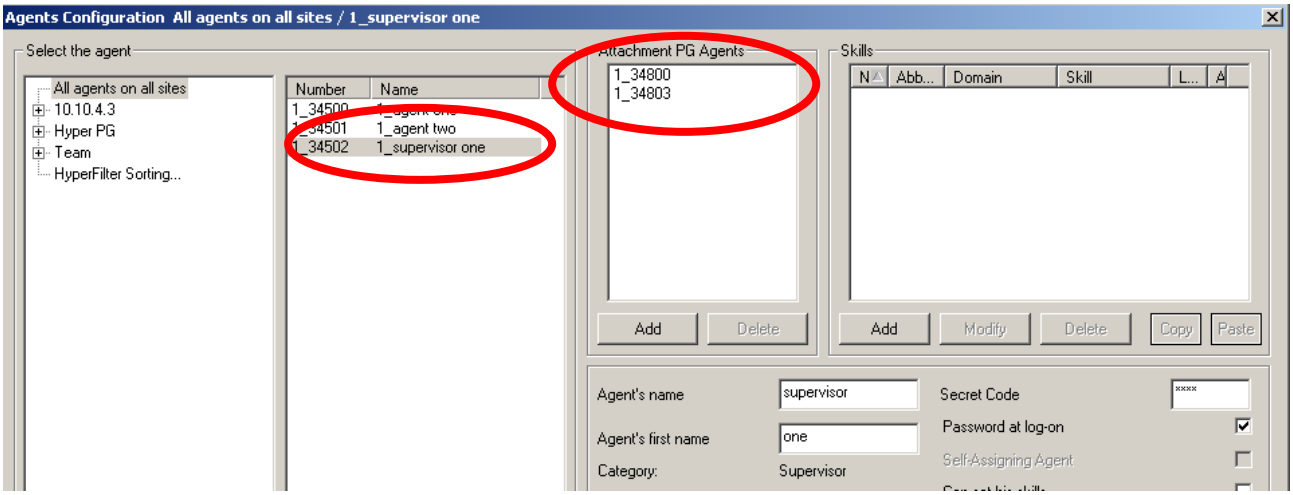
The agent 3X501 will be assigned to the PG 3X803; so by using the CCs :

- Go to configurations / agent



The supervisor will be able to log-on in both processing groups; so by using the CCs :

- Go to configurations / agent



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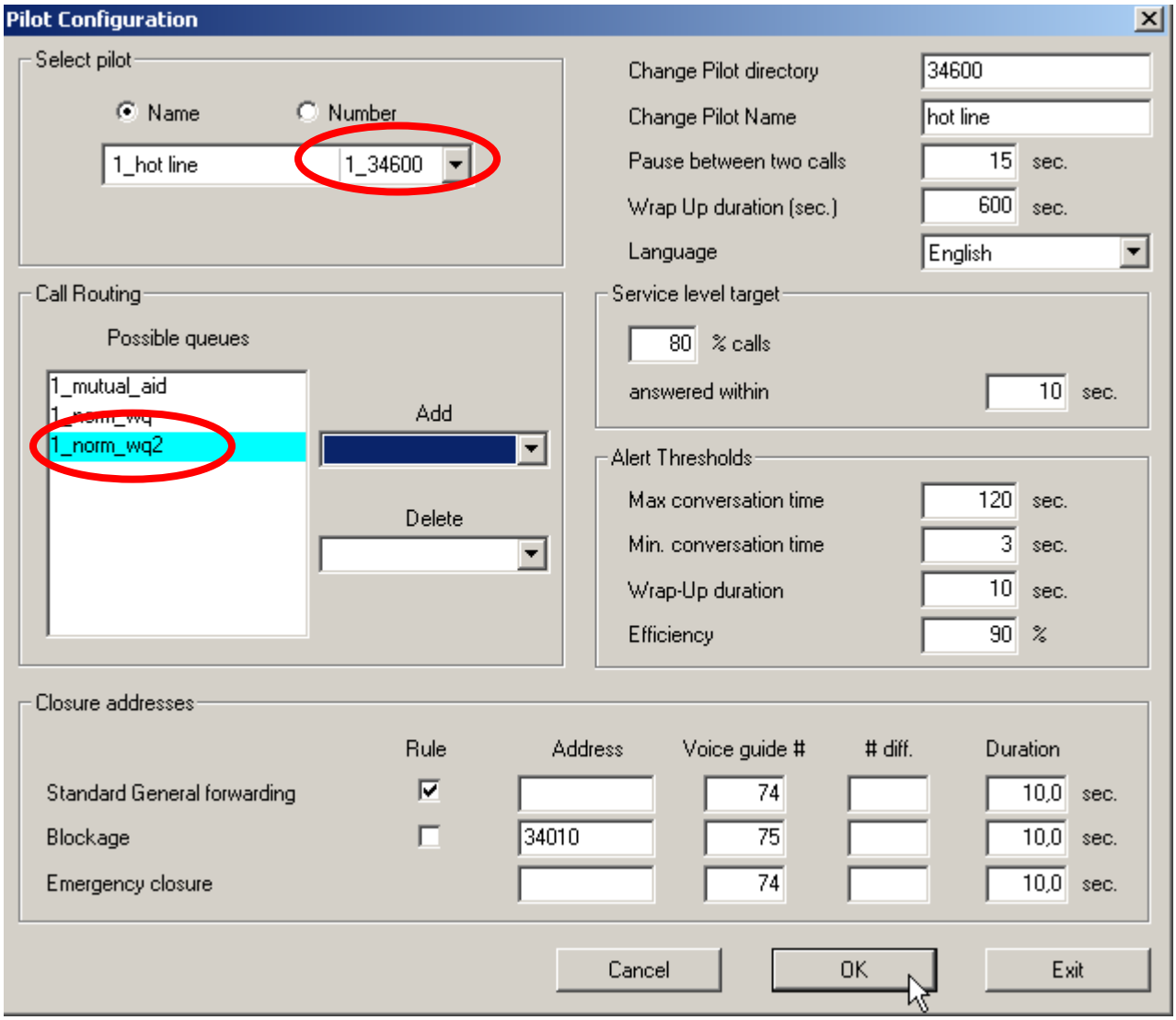
2. Call routing and call distribution for the pilot 3X600

In normal state :

- the calls will be routed first to the queue 3X700 which is associated to the agent processing group 3X800 (agent 3X500 is log-on)
- in case of unavailability (congestion) of the first direction, the calls will be routed to the queue 3X703 which is linked to the PG 3X803 (agent 3X501 is log-on)
- if the two first directions are not available (congestion), the mutual aid queue (3X701) will be used. This queue is linked to the forward PG 3X801 (forward to the Z set 3X010)

By using the CCs, you have to associate :

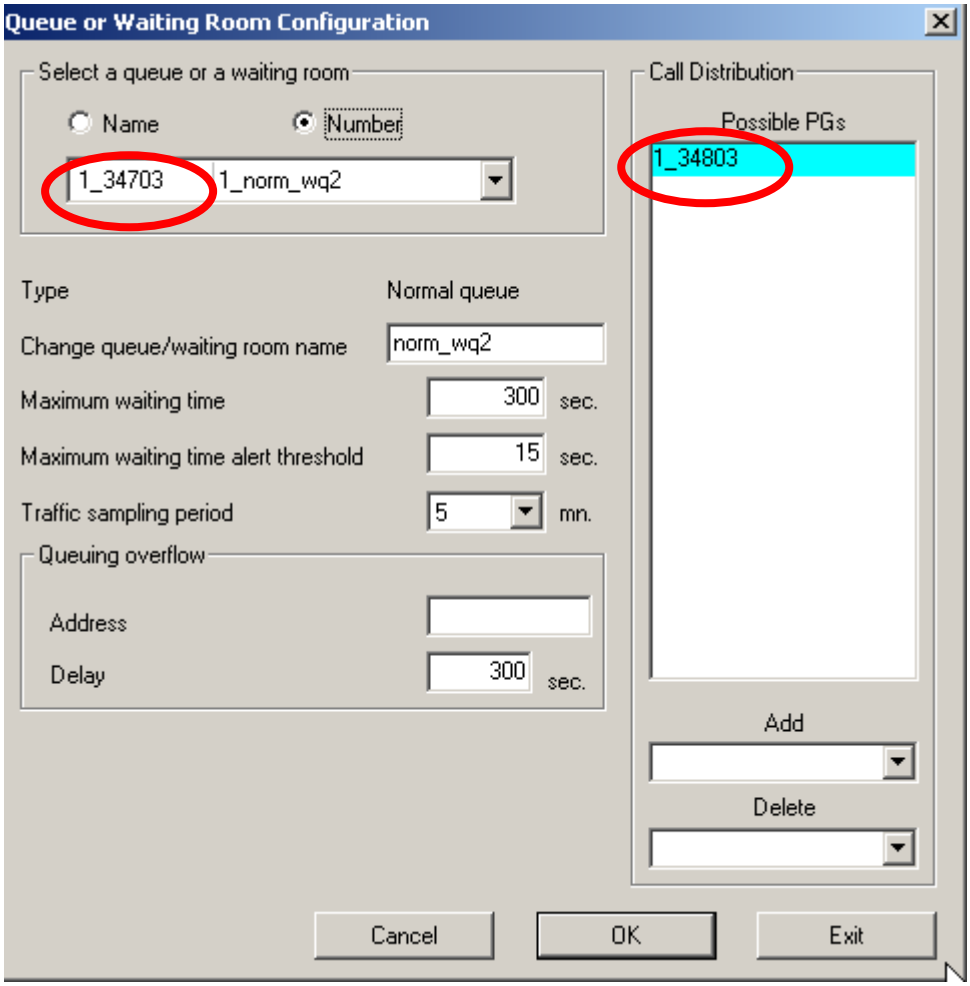
- the pilot 3X600 and the queue 3X703; so go to : Configurations / pilot



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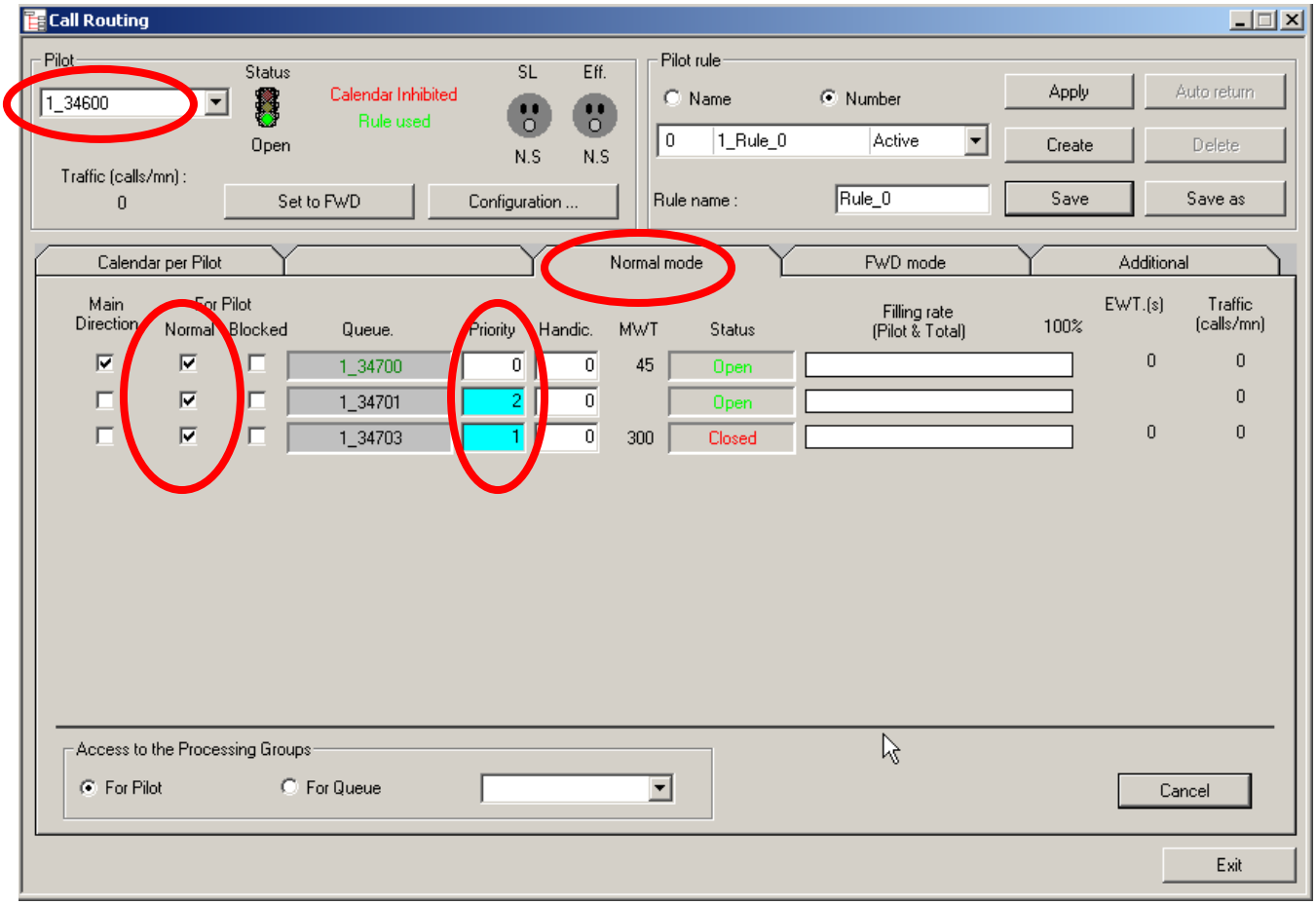
By using the CCs, you have to associate :

- the queue 3X703 and the PG 3X803; so go to : Configurations / queue



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Then, create a new routing rule or modify the existing one.
Using the CCs, go to “Call Flow mngt / call routing “ (“normal mode” tab)



In blocked state : this pilot blockage status depends only of the status of the first direction (waiting queue 3X700); if this direction is blocked, the pilot is blocked : what is the management for that feature?

It means that there is **only 1 “MAIN DIRECTION”** : the direction to the queue 3X700

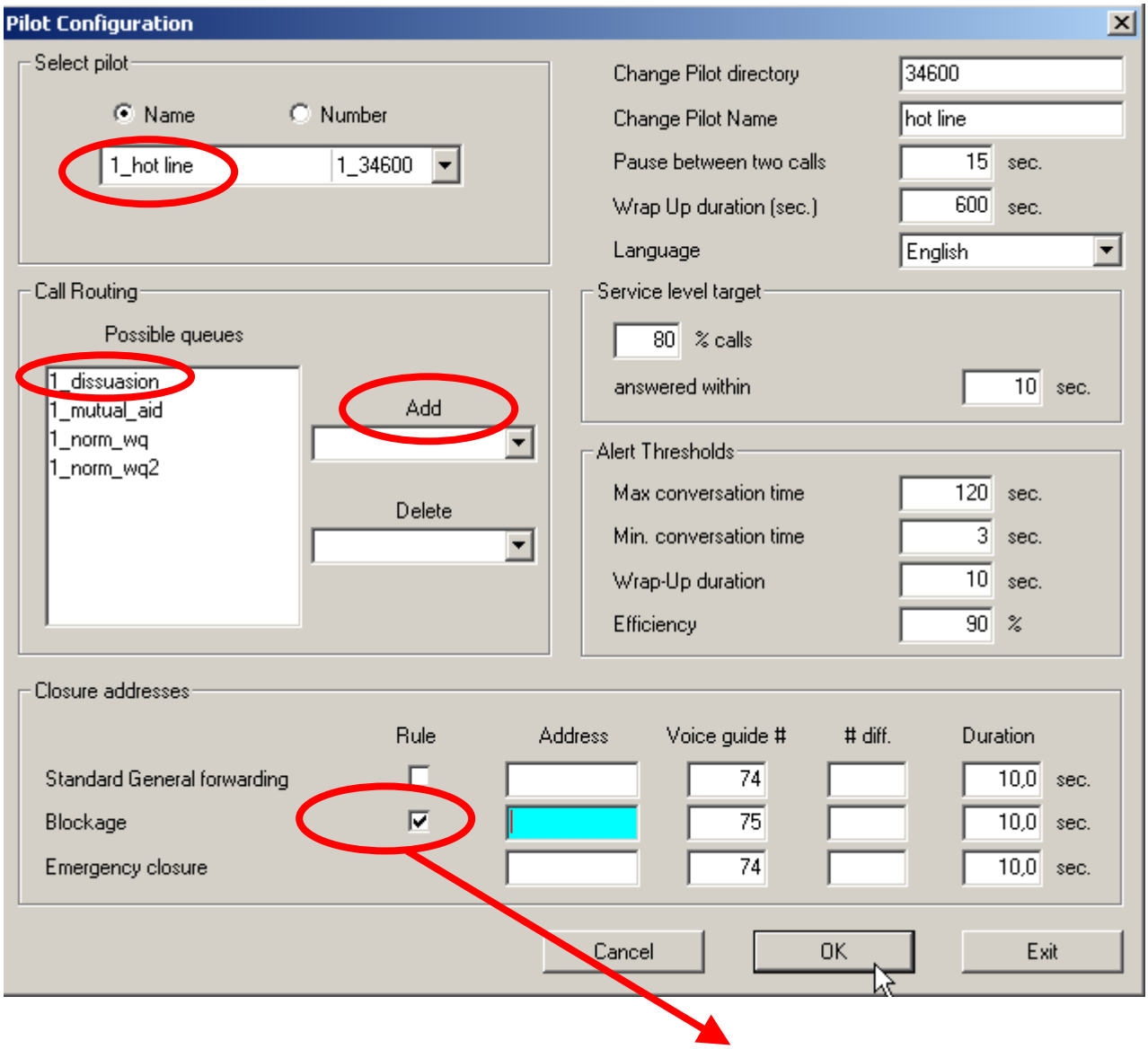
When the pilot is blocked :

- the calls will be routed first to the queue 3X703 which is associated to the agent processing group 3X801 (agent 3X501 is log-on)
- in case of unavailability (congestion) of the first direction, the calls will be routed to the dissuasion queue 3X702 which is linked to the voice guide PG 3X802 (voice guide number 1)

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By using the CCs, you have to associate :

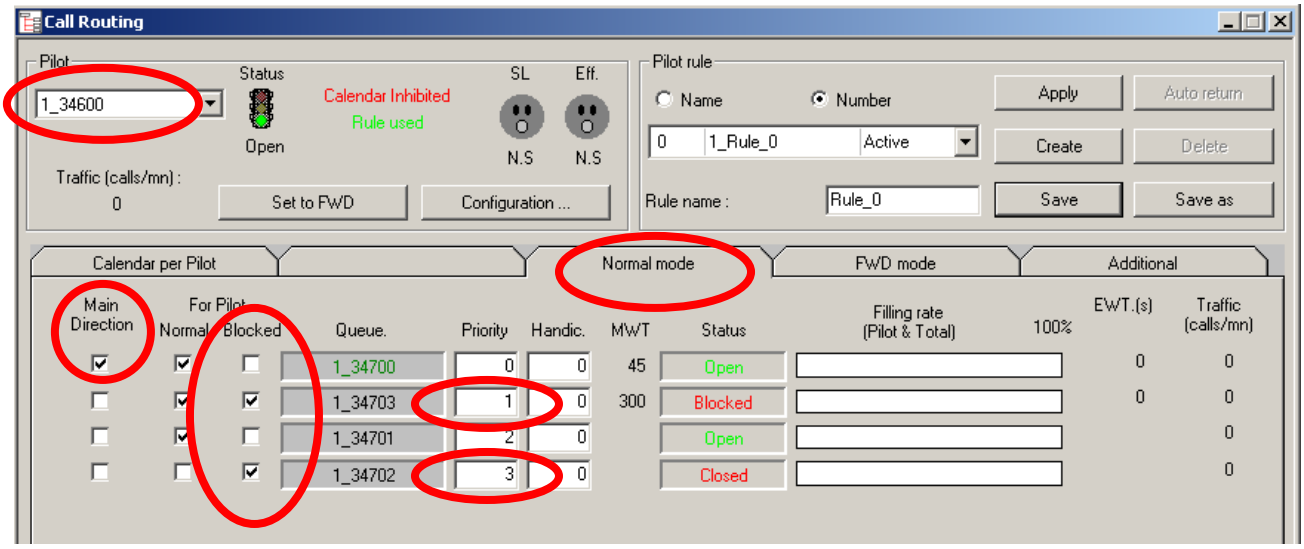
- the pilot 3X600 and the dissuasion queue 3X702; so go to : Configurations / pilot



Don't forget to specify that the pilot blockage state uses a **routing rule**

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Using the CCs, go to “Call Flow mngt / call routing “ (“normal mode” tab)



In general forwarding state :

- every day, from 00:00 to 08:00, from 12:00 to 13:30 and after 18:00, this pilot will be in general forwarding status; in that case, the callers will hear 2 times the voice guide number 689 (“our office is closed, please call back during opening hours, from 08:00 to 12:00 and from 13:30 to 18:00

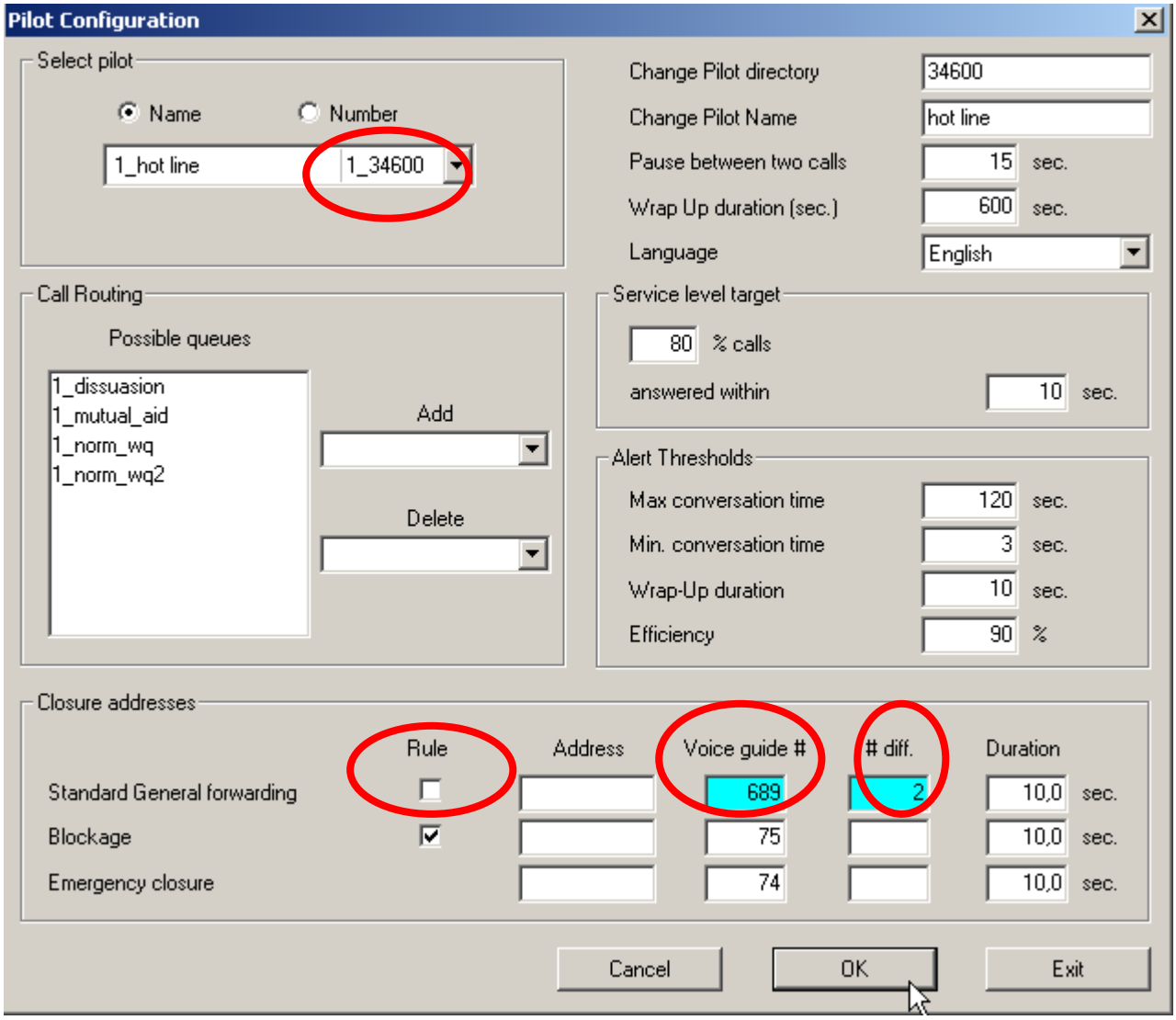
For that running mode, you have to :

- specify that the pilot 3X600 general forwarding state doesn’t use any routing rule, but uses a voice guide 689 (broadcast 2 times)

The voice guide 689 must be created in the OmniPCX Enterprise database

Go to : Configurations / pilot

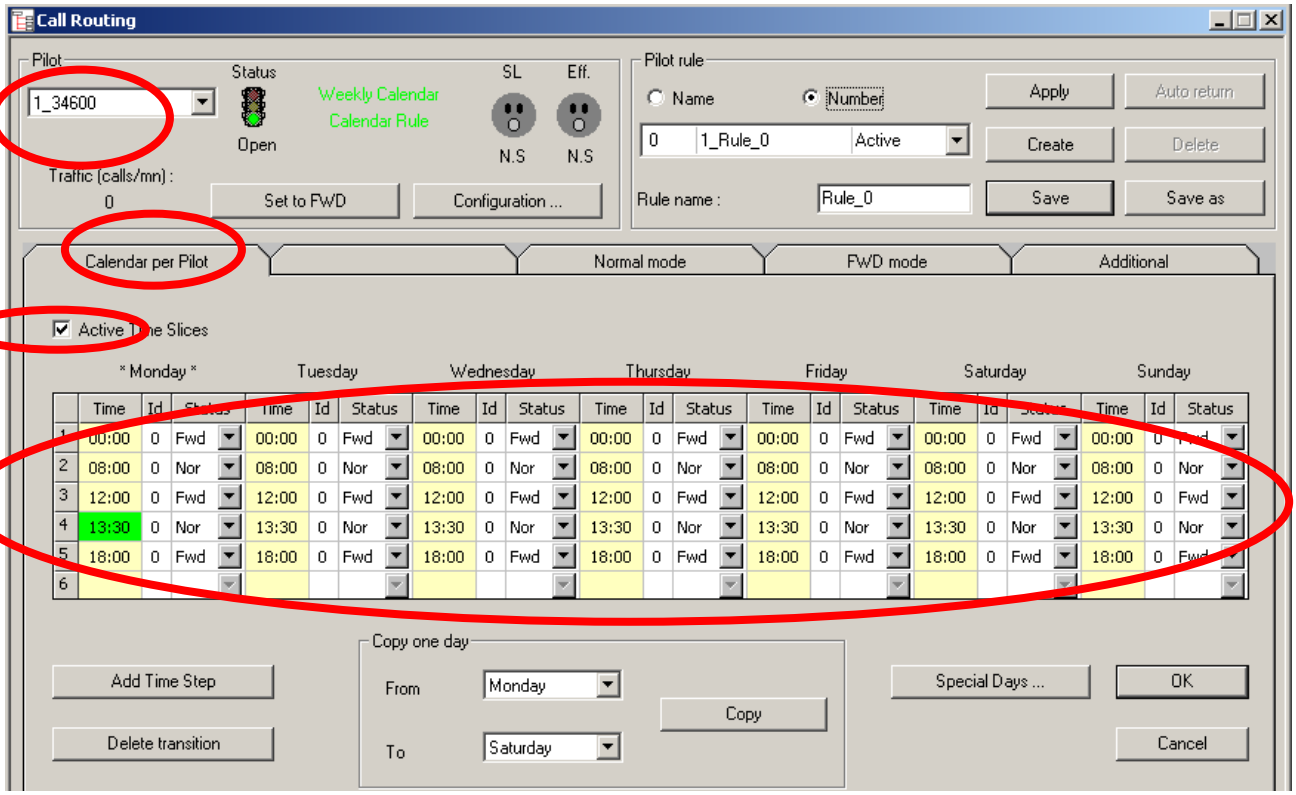
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- manage the CCs calendar

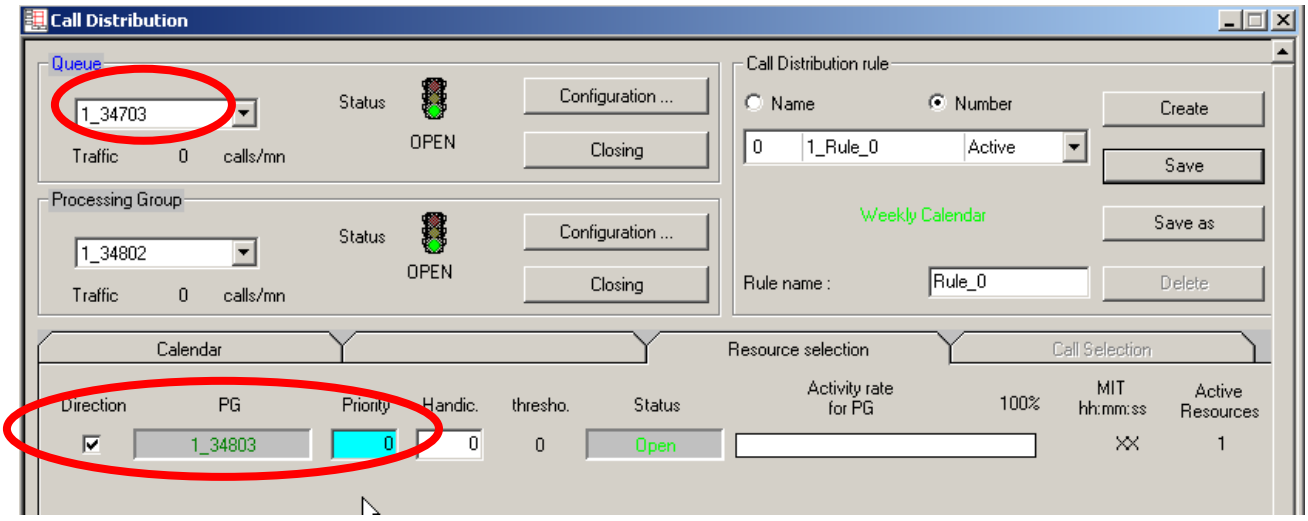
 Go to : “Call Flow mgt / call routing “ (“calendar tab)

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Manage the distribution rule in order to associate the queues and the PG
Up to now, this rule is well managed for the queues 3X700,3X701, 3X702 and for the PG 3X800, 3X801 and 3X802;
So don't forget to open the direction between the queue 3X703 and the PG 3X803

Go to : Configurations / Call distribution



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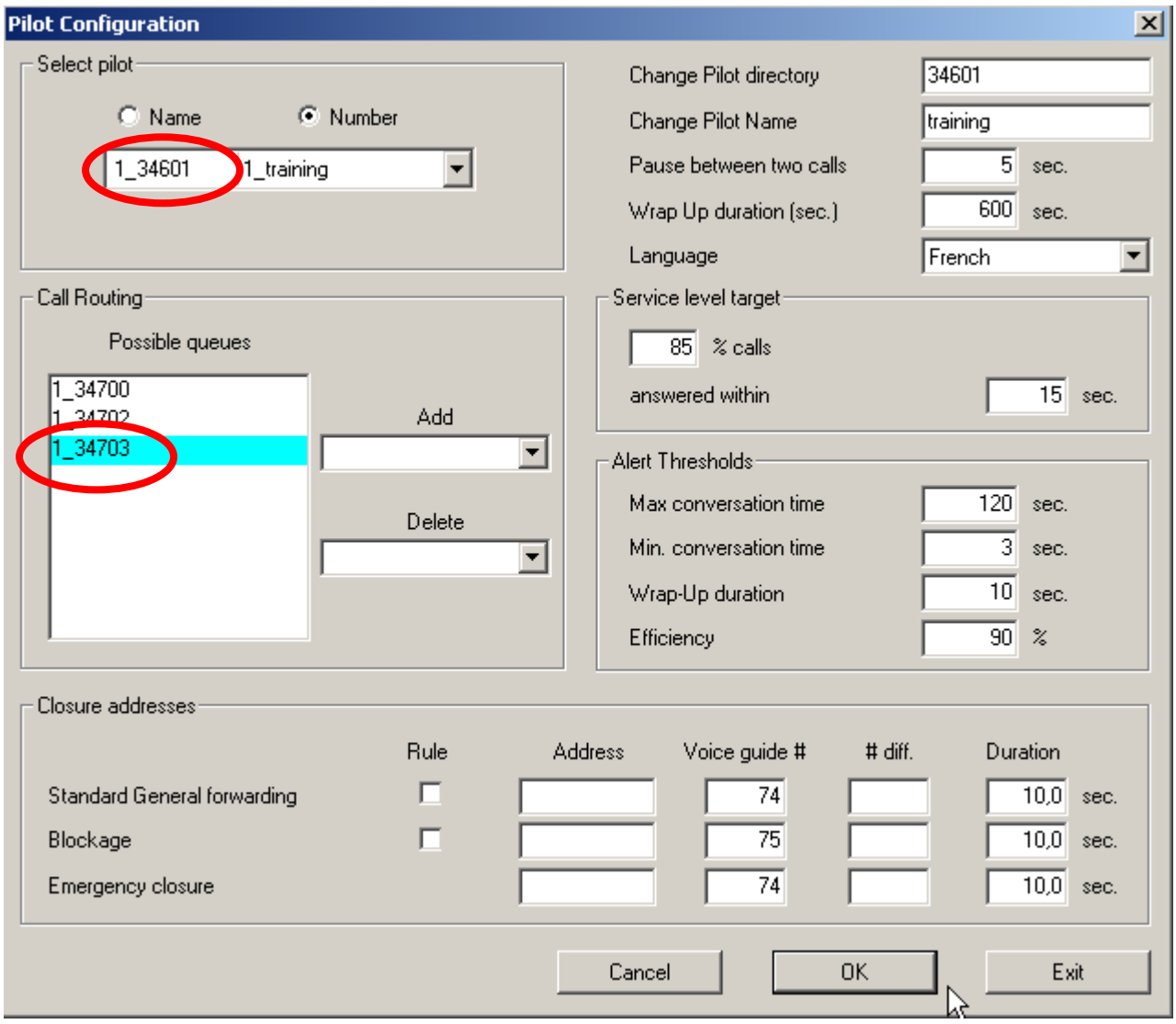
3. Call routing and call distribution for the pilot 3X601

In normal state :

- the calls will be routed first to the queue 3X703 which is associated to the agent processing group 3X803 (agent 3X501 is log-on)
- in case of unavailability (congestion) of the first direction, the calls will be routed to the queue 3X700 which is linked to the PG 3X800 (agent 3X500 is log-on)
- if the two first directions are not available (congestion), the dissuasion queue (3X702) will be used. This queue is linked to the voice guide PG 3X802 (VG number 1)

Add the queue 3X703 in the possible queues, for the pilot 3X601

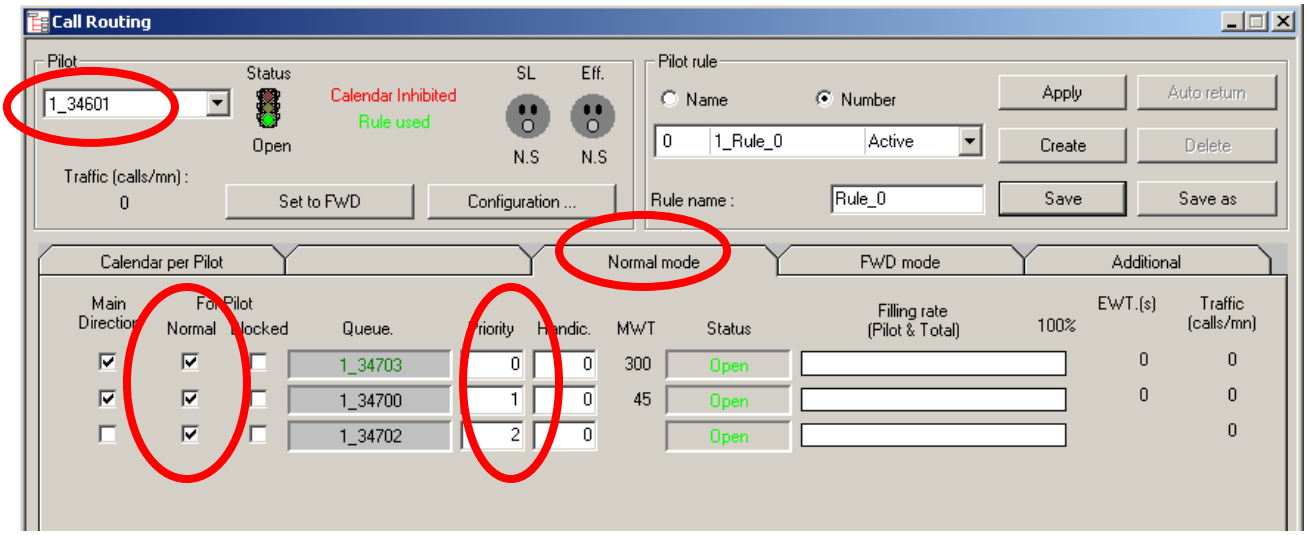
In the CCs, go to : Configurations / pilot



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Manage a routing rule for the pilot 3X601 in normal state

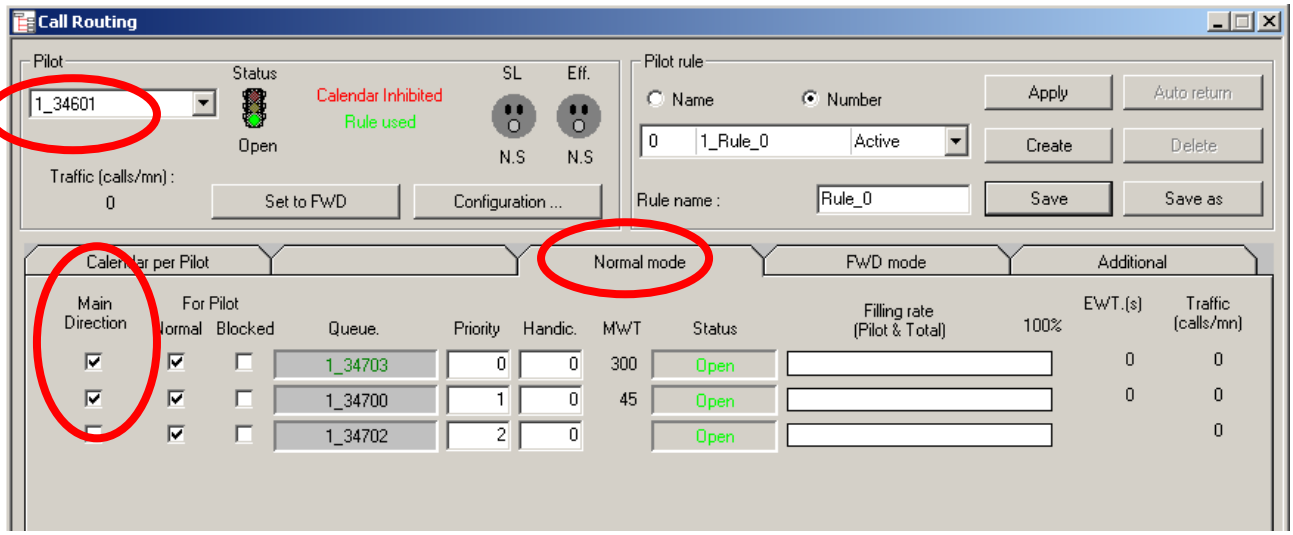
In the CCs, go to : “call flow mgt / call routing” (“normal mode” tab)



In blocked state : this pilot blockage status depends of the status of the two first directions (waiting queues 3X700 and 3X703); if these 2 directions are blocked, the pilot is blocked : what is the management for that feature?

It means that these 2 directions (3X700 & 3X703) are declared as **MAIN DIRECTIONS**

In the CCs, go to : “call flow mgt / call routing” (“normal mode” tab)

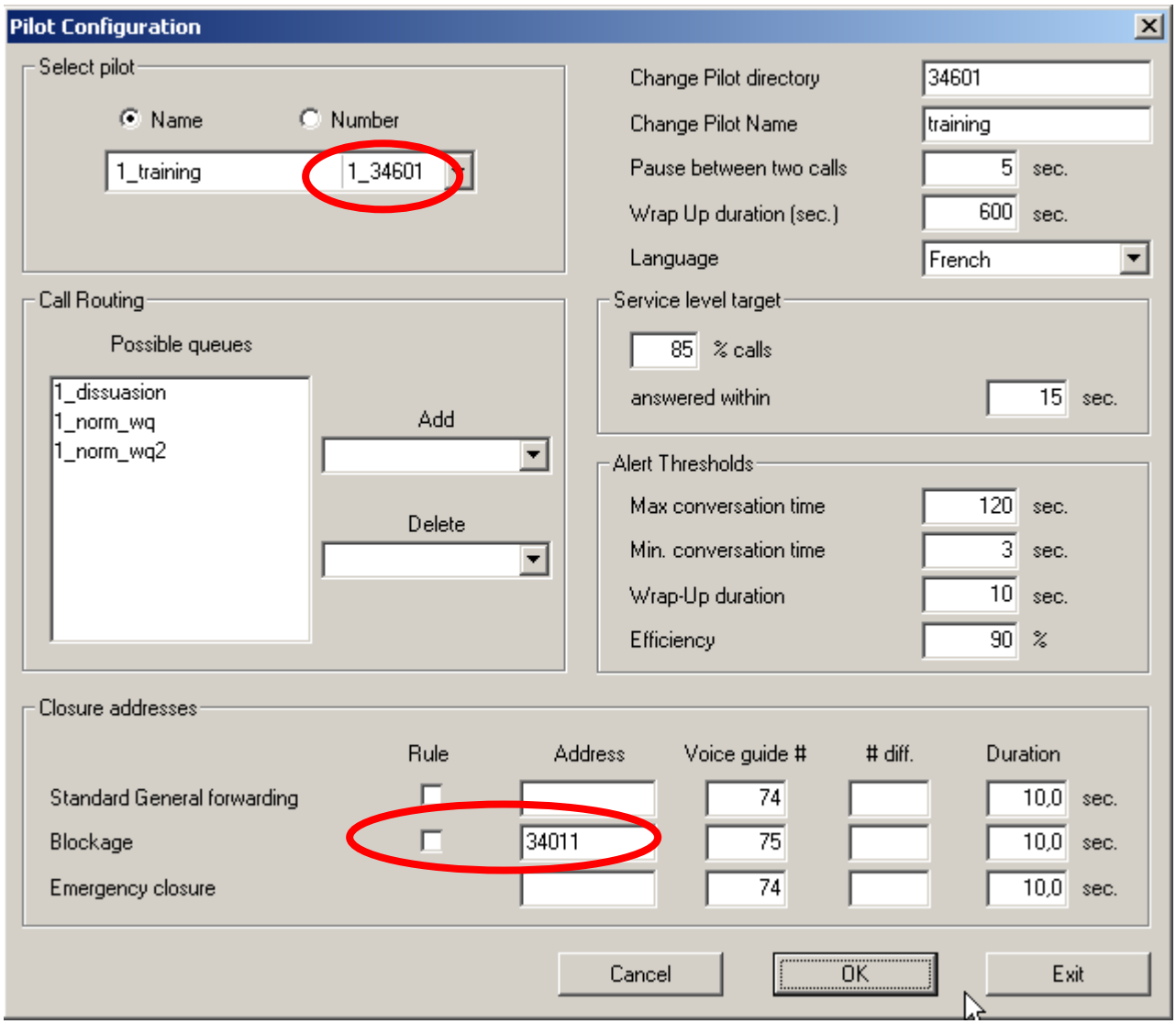


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When the pilot is blocked :

- the calls will be routed to the set 3X011

In the CCs, go to : Configurations / pilot



-Don't forget to specify that the blockage IS NOT on rule
-Manage as blockage address the set 3X011

To test your management, log-off the agents 3X500, 3X501 (and also the supervisor 3X502 if he is log-on), check that the pilot is blocked; and when someone calls this pilot, the caller will be routed to the set 3X011

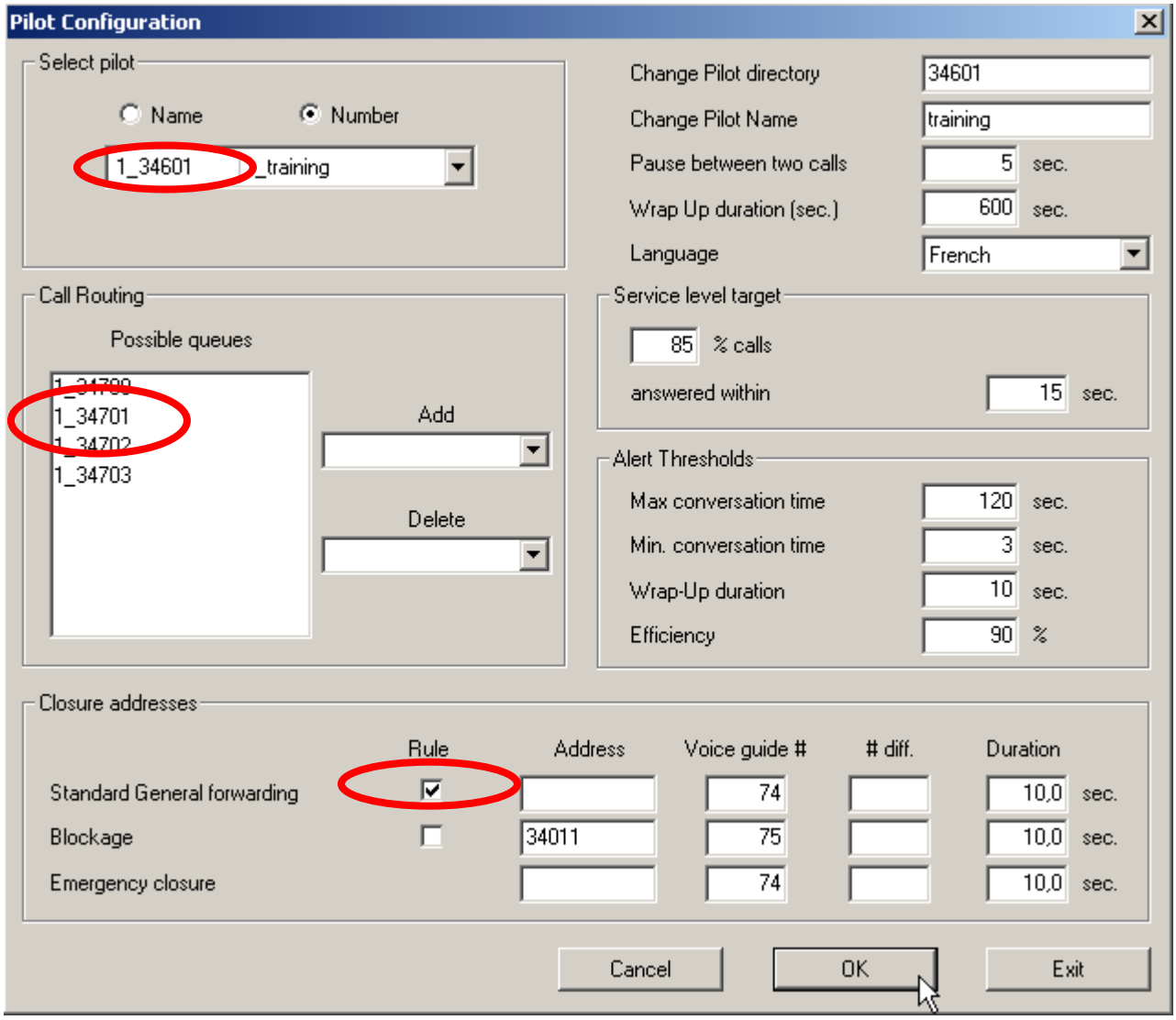
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In general forwarding state :

- every day, from 00:00 to 07:00, from 12:00 to 13:00 and after 19:00, this pilot will be in general forwarding status; in that case :
- the calls will be routed to the mutual aid queue (3X701). This queue is linked to the forward PG 3X801 (forward to the Z set 3X010)

Add the mutual aid queue (3X701) in the possible queues for the pilot 3X601, and specify that the general forwarding state uses a rule

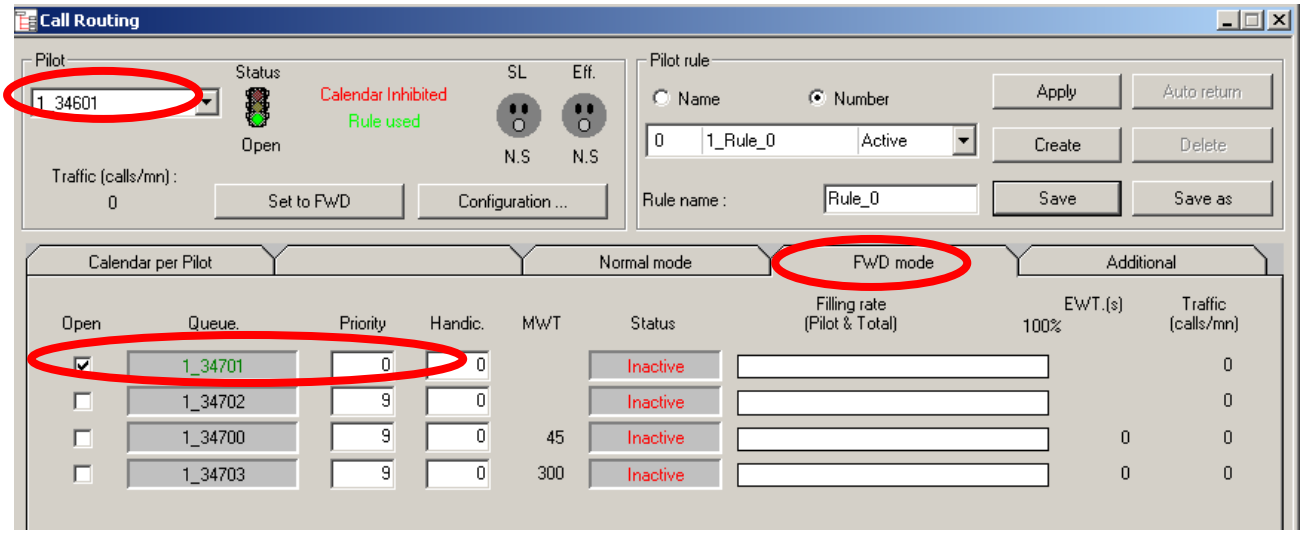
In the CCs, go to : “configurations / pilot”



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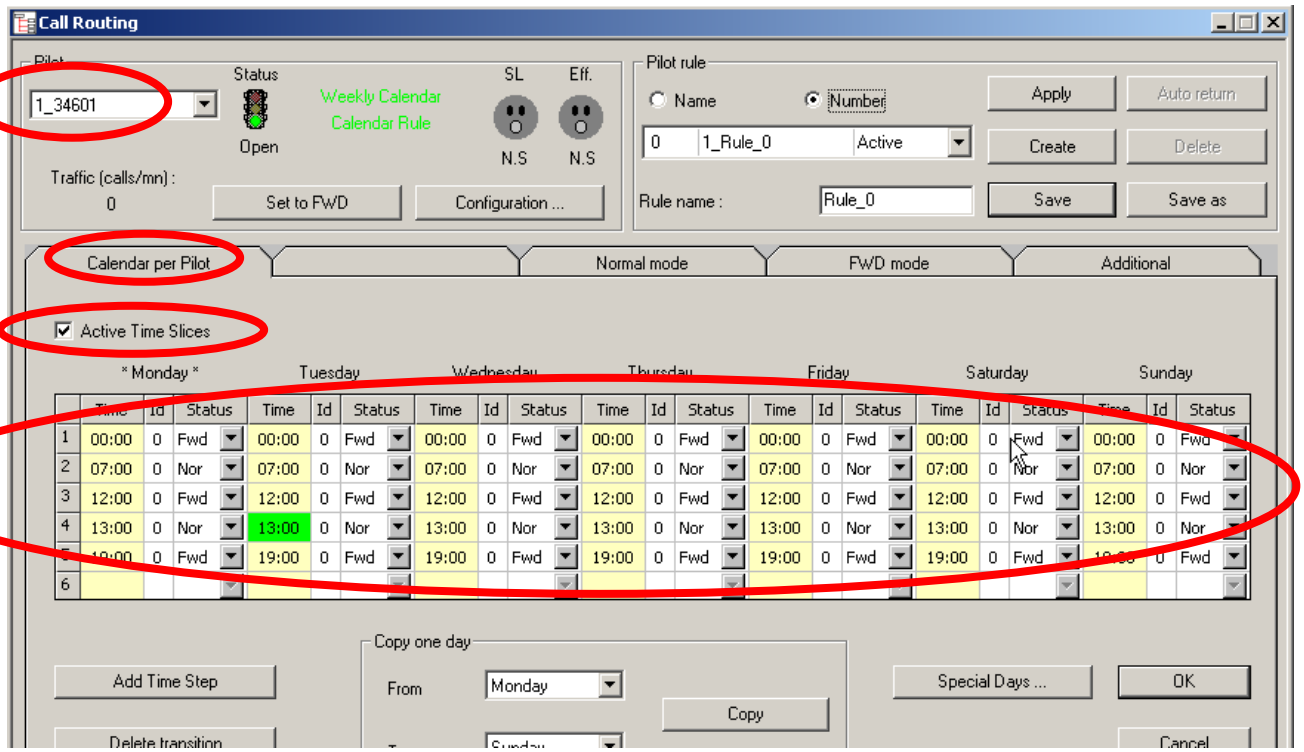
Manage the routing rule for the general forwarding state

In the CCs, go to : “Call flow mgt / call routing” (“FWD mode” tab)



And manage the calendar

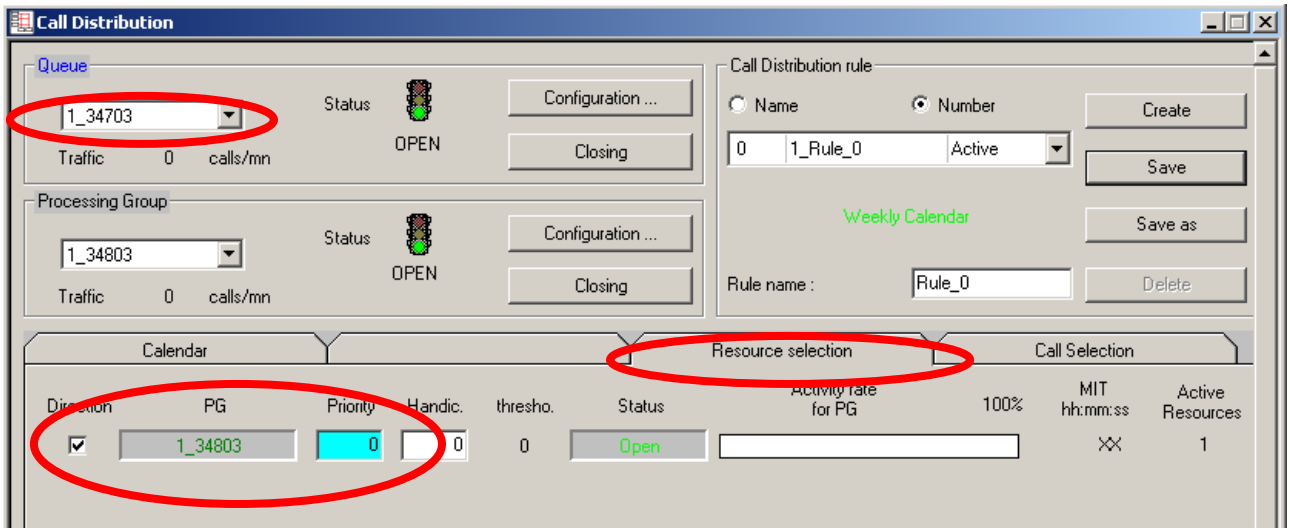
In the CCs, go to : “Call flow mgt / call routing” (“Calendar per pilot” tab)

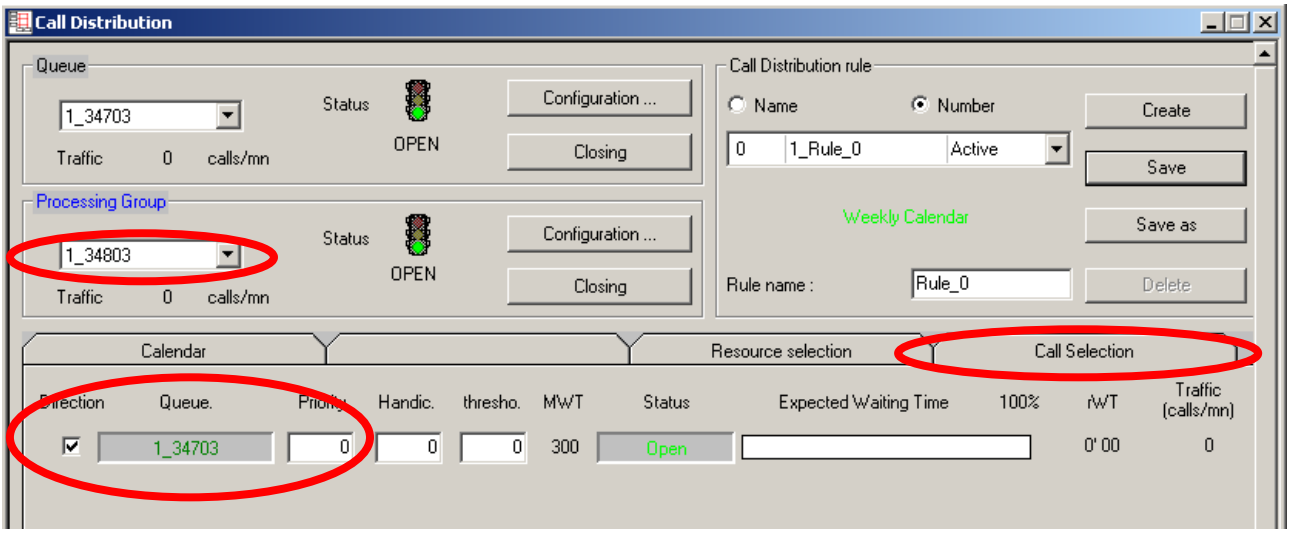


Check that the distribution rule is well managed for the call distribution required by this pilot

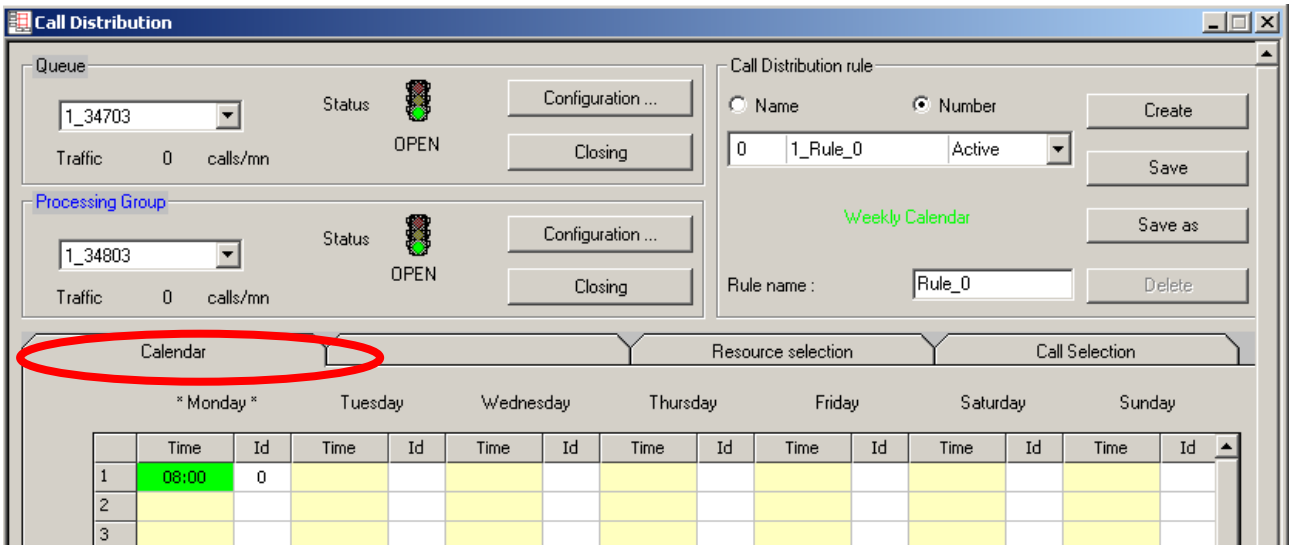
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In the CCs, go to : “Call Flow mgt / call distribution”



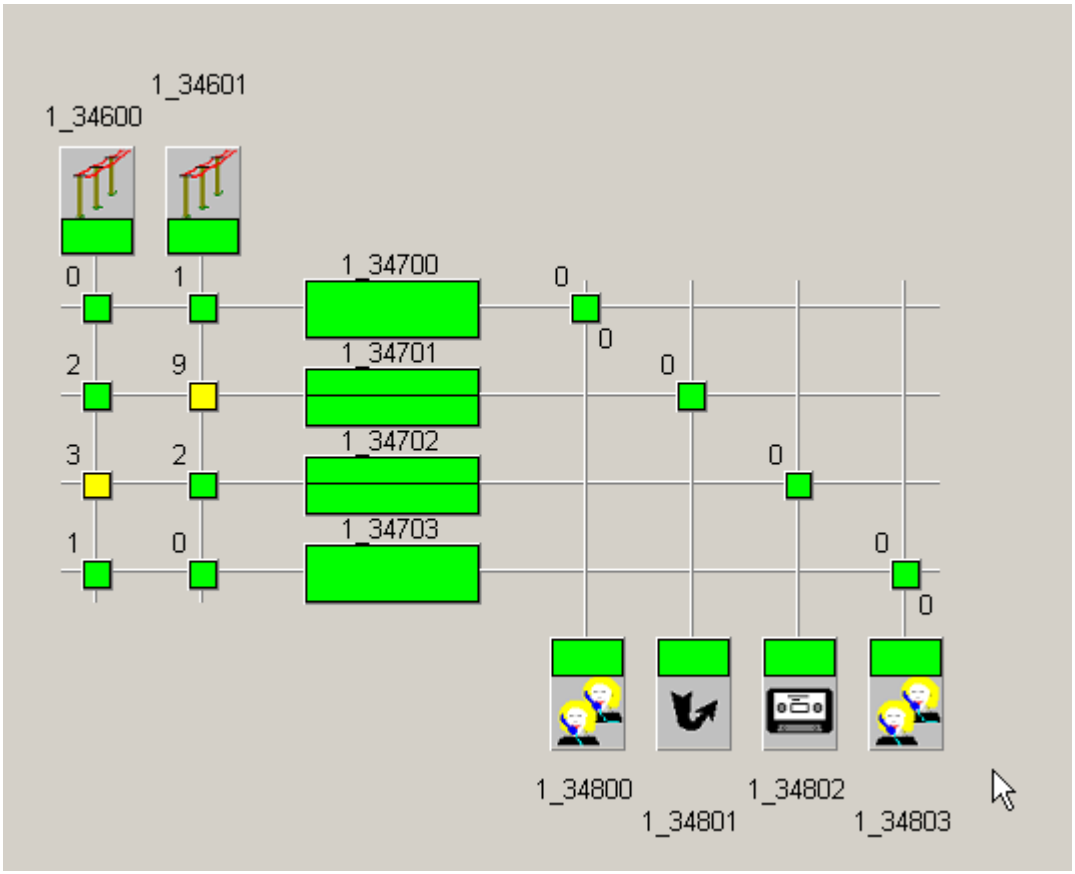


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If you use the same distribution rule the whole week, you can manage only 1 time slice in the calendar : it will be enough

The new matrix is the following one :



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Alcatel OmniTouch Contact Center

Voice Guides

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OBJECTIVE:

- Describe the static and dynamic voice guides
- Describe the voice guides required in a CCd environment
- Describe the boards used to broadcast voice guides
- Talk about the voice guides format
- Describe the "Vgtransfer" tool

- Voice guide overview
 - A voice guide comprises one or more voice messages.
 - The purpose of the voice messages is to assist users with phone operation and/or provide users with information.
 - The CCd (Contact Center Distribution), integrated Automated Attendant and many other phone features use voice messages
- Types of voice messages
 - Voice messages may be:
 - Static: cannot be modified by the user:
 - Generic: compatible with generic numbering plans and offered in at least 6 different languages for all countries.
 - Standard: adapted to a country with special requirements and/or a numbering plan differing from the generic numbering plan.
 - Custom: to an area or company
 - Dynamic: modifiable, recorded by users and/or managers via a Reflexes set or the AAS application

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- The Alcatel OmniPCX Enterprise uses specific couplers for voice guides:
 - In case of crystal hardware
 - VG or SU-VG with Flash-Card (phase-out hardware)
 - Z20-VG boards
 - GPA board with Flash-Card or RAM-Card (phase-out) or GPA2
 - CPU6s2 board
 - In case of common hardware
 - GD or GA board

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Voice guides

- According to applications present in the installation
 - Guides used for phone features
 - Guides used for Call Center Distribution
 - Music On Hold, etc..
- Stored on different medias :
 - Flash-Cards or RAM-Cards (VG, SU-VG, GPA boards)
 - Flash Memory or RAM Memory (Z20-VG, CPU6s2, GA, GD, GPA2)
- Multi-language possibility (8 languages maximum)

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GPA2 board



Functions

- N party conference
- Voice guides (in RAM or Flash memory on the board)
- R1/R2 multi frequencies detection and generation
- Tones generation
- Silence detection (VAD)

Functional Blocks

- 4 x 6 MB of Flash Memory (4 x 12 mn of static guides)
- 1 x 7,5 MB of RAM Memory (1 x 15 mn of dynamic guides)

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GPA2 : (General Purpose Auxiliary 2) : Auxiliary Board for general use version 2
VAD : (Voice Activity Detection) : Feature linked to CCD used to detect customer's answers during outbound campaign

This board is an evolution of the GPA board.
Flash and Ram are embedded on the board so Flash-Cards and Ram-Cards are not used with this board .
Voice guides are downloaded from the CS hard disk to the Flash or RAM memory.
Guides related to one language are downloaded in the same area of the memory of the flash memory, so it's possible to have 4 languages at the same time, they can be simultaneously broadcasted on 60 channels
An internal battery can backup messages in RAM for a few hours outside the shelf.

Z20-VG board



- This board contains:
 - 20 equipments for Z sets
 - 1 VGU module
- The VGU part offers
 - 4 MB of embedded flash (8 mn of static guides)
 - 1 MB of embedded RAM (2 mn of dynamic guides)
 - 13 channels to broadcast voice guides
- This board is planned for small installations

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VGU : (Voices Guides Unit) : Voice guides Module

Voice guides are downloaded from the CS hard disk to the Flash or RAM memory.
There is only one area for the flash memory, so only one language file can be used.

CPU6s2 board



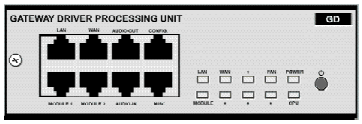
- This board has a VPU module quite the same as the Z20VG VGU module
- The CPU6 board has an analog input for on-hold music
- The VPU part offers
 - 8 MB of embedded flash (16 mn of static guides)
 - 1 MB of embedded RAM (2 mn of dynamic guides)
 - 15 channels to broadcast voice guides

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VPU : (Voices Processing Unit) : Voice guides Module

Voice guides are downloaded from the CS hard disk to the Flash or RAM memory.
There is only one area for the flash memory, so only one language file can be used.

GD board

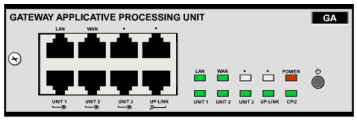


- GD virtual GPA functions
 - Q23
 - Q23X
 - Tone detection
 - Voice guide
 - Conference: 3 x "3 Party Conference" per GD
- Memory available for voice guides
 - 4 x 2 MB Flash Memory for static guides
 - 1 x 2 MB RAM Memory for dynamic guides

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The virtual GPA is created by the Call Server in slot 27 of the main shelf of the IPMG

GA board

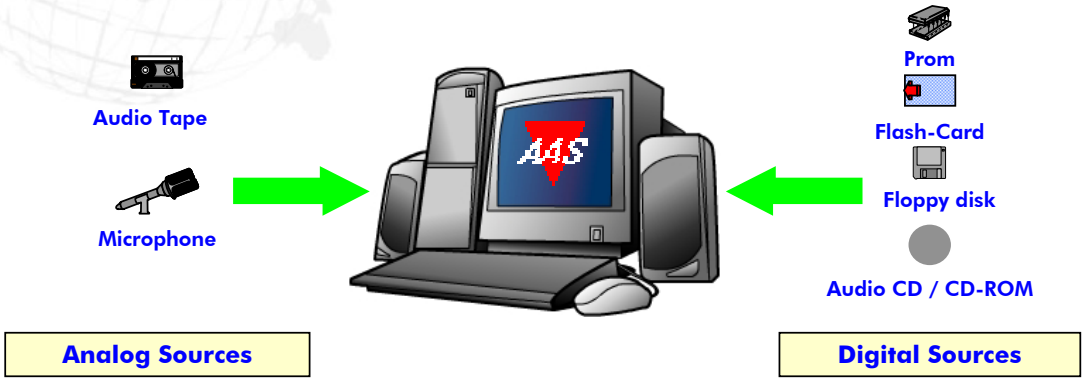


- GA virtual GPA functions
 - Voice guide
 - Conference: 3 x "3 Party Conference" per GA
- Memory available for voice guides
 - 4 x 2 MB Flash Memory for static guides
 - 1 x 2 MB RAM Memory for dynamic guides

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Alcatel Audio Station

- Builds generic or standard voice guides
- Creates specific (custom) voice guides
- Accepts analog and/or digital sources



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The Alcatel Audio Station (AAS) platform, structured around a PC with a sound board, lets you record personalized voice guides as well as adding external music sources (ex : CD) and mixes them. After creating a series of voice guides, you can group them and transfer -them directly onto the PABX (via ftp) or in a flash card or Eprom (4300 systems).

Alcatel Audio Station (next)

Recording Alcatel Audio Station guides

Outputs on Flash-Card, Floppy disks, CD-ROM, File ...



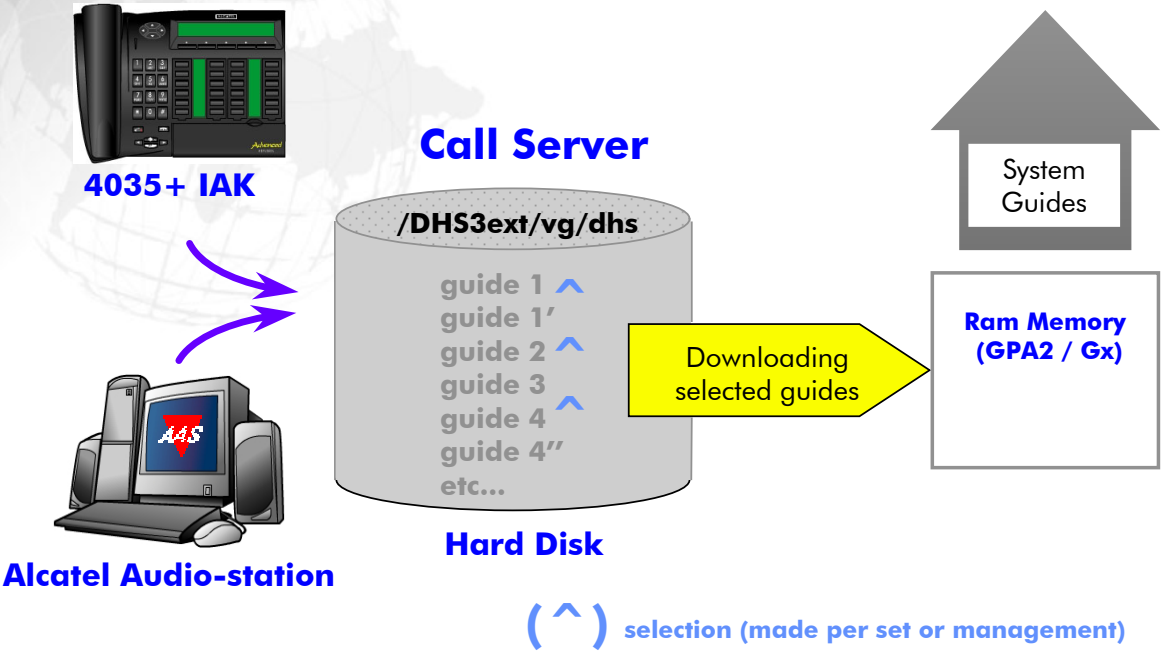
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For further information on the AAS refer to the VOICE GUIDE PROGRAMMING STATION instructions

- To create file including some messages using AAS
 - In AAS window, create a new project
 - Edit this new project
 - To record a message, Samples/Sound record
 - Download the wave file in the project
 - Compile the project (ex: formation.msk)
 - Transfer the file compiled using vg tools

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Registering guides on the GPA2 and GA / GD boards



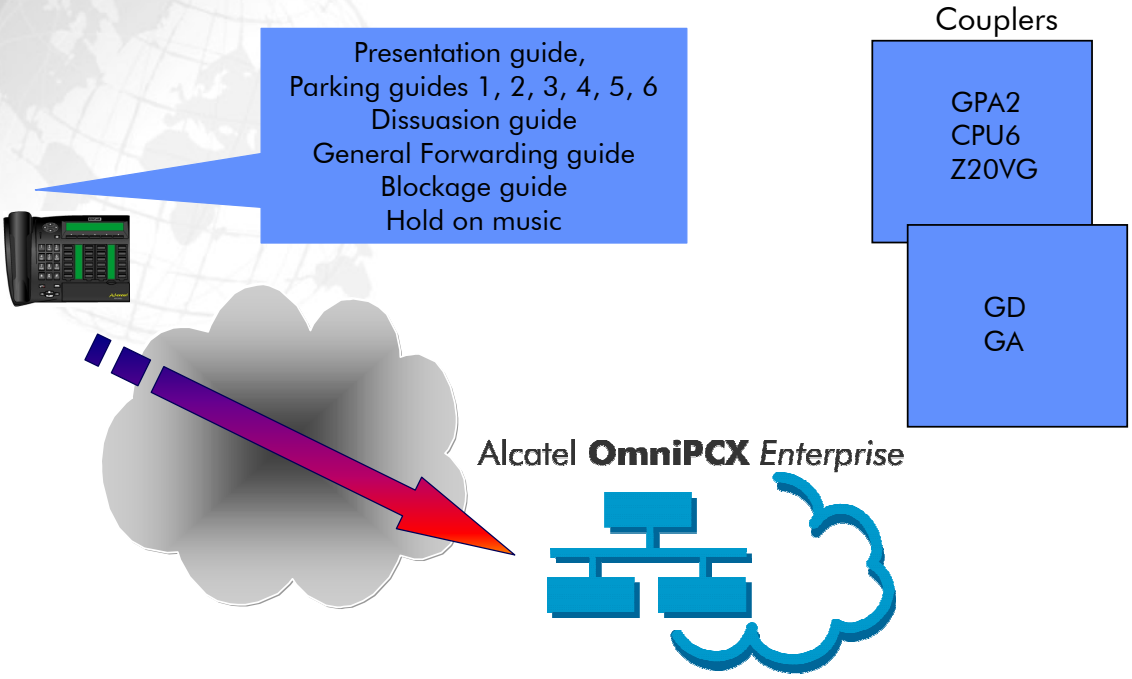
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IAK (Internal Alphabetic Keyboard)
This keyboard is mandatory to give a name to the file registered from the set.

When the file ends with ^, it means that it has been selected and downloaded in at least one GPA board or GA/GD.

In the case of a several Media-Gateway configuration, it can be advantageous to duplicate active guides on several GPA, GA/GD boards to reduce traffic between Media-Gateway.

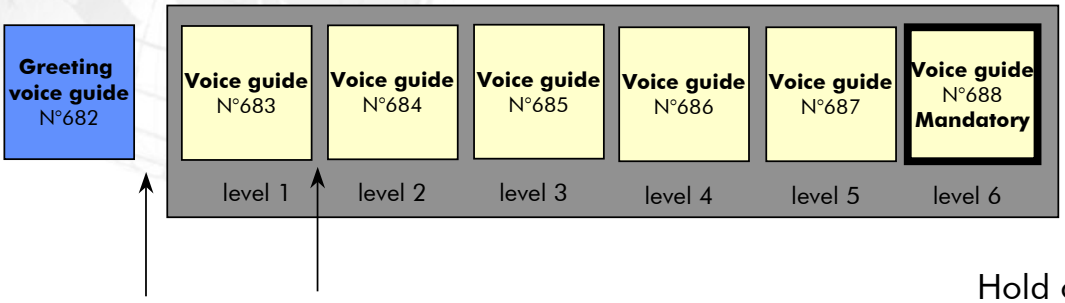
Voice guides in CCd environment



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Voice guides in the CCdistribution application

These guides are managed in the called pilot



Before parking timer
Inter tone guide

Inter tone guide

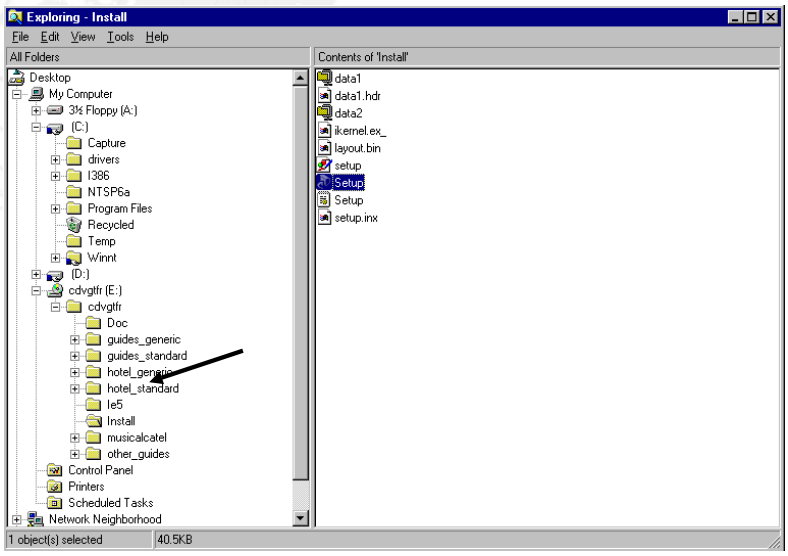
Hold on guide



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"VgTransferTool" software

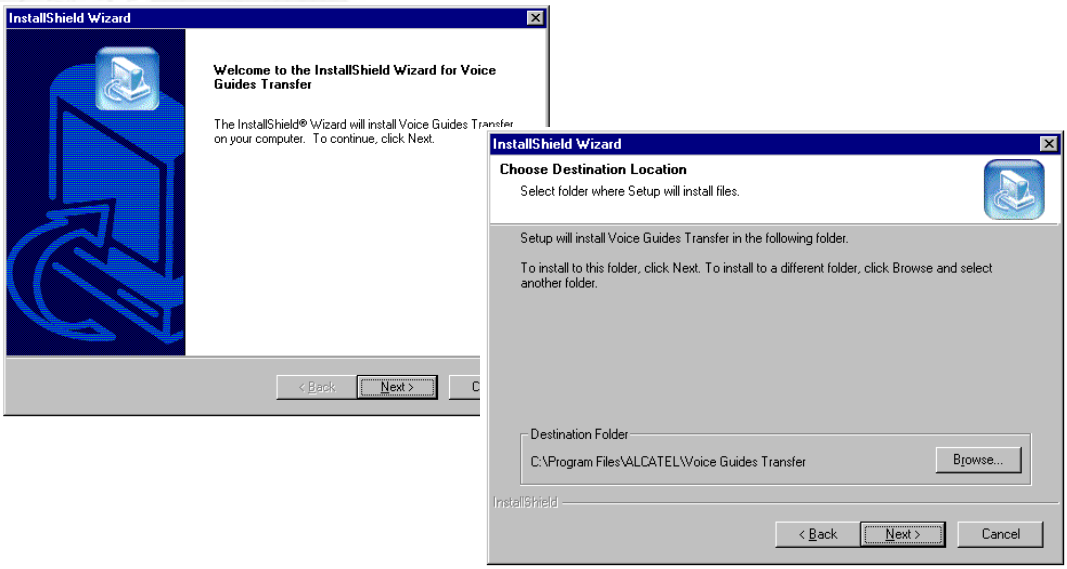
- Start the installation of the tool with the setup.exe delivered on the voice guides CD-ROM



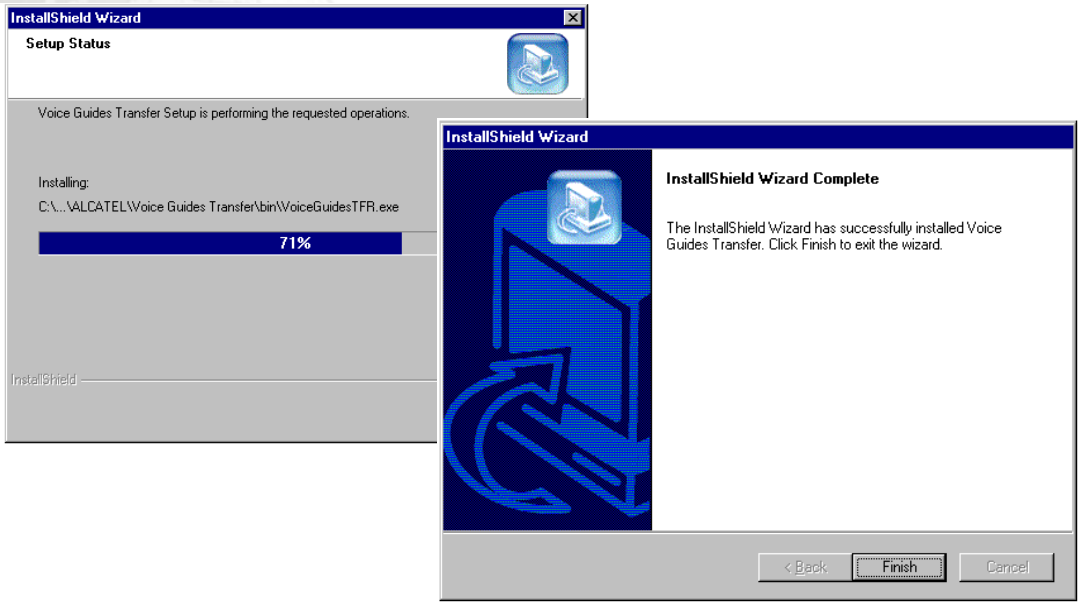
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The tool is compatible with: Windows 95, Windows 98, Windows Me, Windows NT4 and Windows 2000pro

Select the destination folder

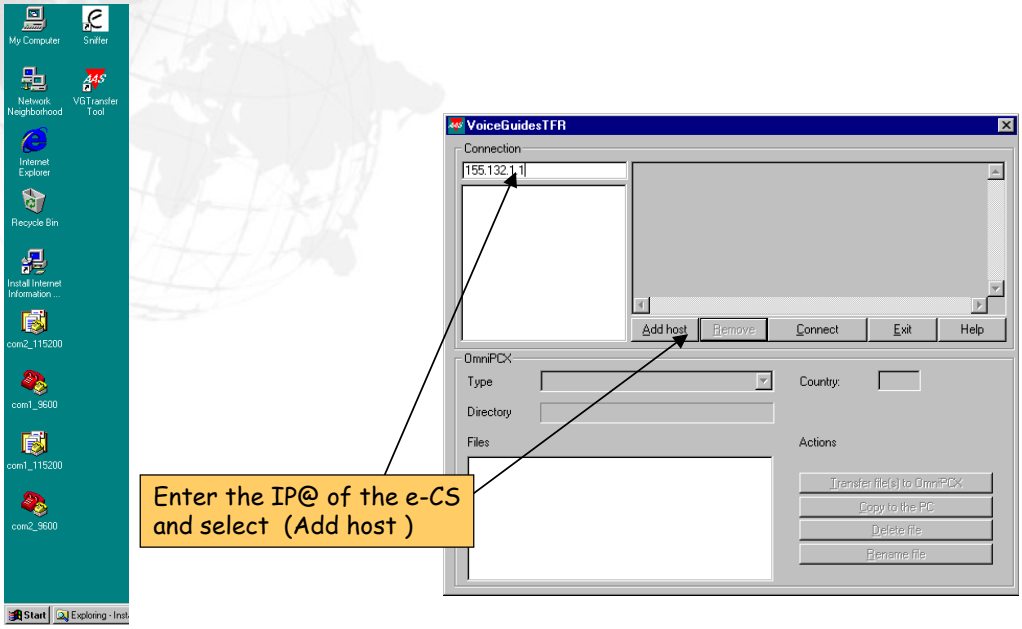


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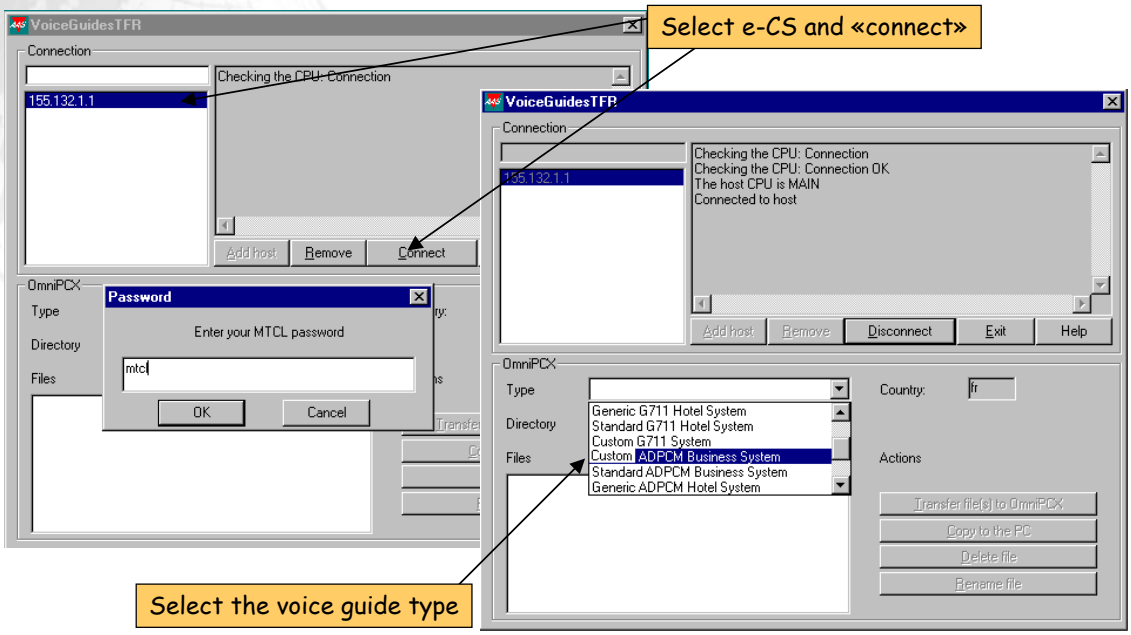
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- Click on the icon “VG Transfer tool” on the desktop



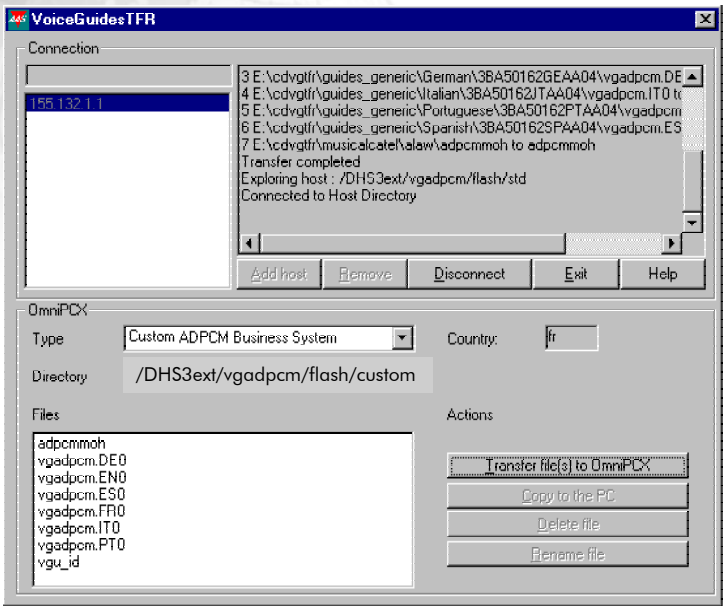
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Connection to e-CS and guide type selection



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Transferring the voice guides



Select «Transfer» and wait For the message «Transfer completed »

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After transfer the customized voice guides files are stored in: /DHS3ext/vgadpcm/flash/custom formation.msk

- The voice messages are played from GD or GA boards, or GPA2, Z20VG, or CPU6 boards.
 - Two different voice message file formats are offered, depending on the board used to play them:
 - **G711** to play messages from:
 - GPA2 board
 - Z20VG board
 - CPU6 board
 - **ADPCM 32** to play messages from :
 - GD board with a virtual GPA board
 - GA board with a virtual GPA board

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Loading static voice messages, by using « VgTransfer » tool

Selecting generic messages

- Generic files (one per language) are transferred to the Call Server hard drive:
 - To the directory /DHS3ext/vgadpcm/flash/std for ADPCM files
 - To the directory /DHS3ext/vg/flash/std for G711 files

Selecting standard messages

- Standard files are transferred to the Call Server hard drive:
 - To the directory /DHS3ext/vgadpcm/flash/std for ADPCM files
 - To the directory /DHS3ext/vg/flash/std for G711 files

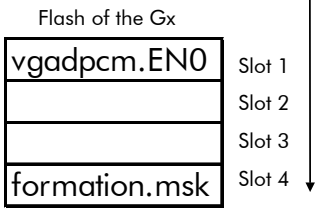
Selecting custom messages

- Custom files are transferred to the Call Server hard drive:
 - To the directory /DHS3ext/vgadpcm/flash/custom for ADPCM files
 - To the directory /DHS3ext/vg/flash/custom for G711 files

- These messages correspond to a specific requirement and/or numbering plan specific to an area or client company

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- In case of "generic, standard or custom" voice guide loading
 - /Shelf/Board/Voice Guide Index MG (for GD/GA boards)
 - Create
 - Shelf Address : 3
 - Board Address : 0
 - VG Item : 4 (1..4)
 - Voice Guide Language Index : 7 (1..8, MOH)



 - /System/Flash voice guide configuration
 - Review/Modify
 - Flash VG number : 7 (1..8)
 - Language choice : French, English, ...Specific flash VG file
 - Flash file : formation.msk

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Board Address: position of GD or GA board

VG Item: 1 to 4 → one of the four 2 Mbytes flash of the virtual GPA

Static Voice Guide Index : a language index or the MOH

The following indexes are managed by default for a French version:

1: French
2: English
3: German
4: Spanish
5: Portuguese
6: Italian
7: None
8: None

You don't modify the language in system but in Static voice guides

The file name is limited up to 14 characters (extension included)

Nota: the "flash file" parameter appears only for "specific flash VG file"

- In case of “generic, standard or custom” voice guide loading
 - /Shelf/Board (for GPA2, CPU6/2, Z20VG boards)
 - Create
 - Shelf Address : 0
 - Board Address : 9
 - Interface type : GPA2 (e.g)
 - Voice guide language index : 1..8, Music on hold
 - Static voice guides index 2 : 1..8, Music on hold
 - Static voice guides index 3 : 1..8, Music on hold
 - Static voice guides index 4 : 1..8, Music on hold
 - /System/Flash voice guide configuration
 - Review/Modify
 - Flash VG number : 7 (1..8)
 - Language choice : French, English, …Specific flash VG file
 - Flash file : formation.msk
 - Nota: the “flash file” parameter appears only for “specific flash VG file”

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Dynamic voice messages

- Dynamic voice messages are recorded (or modified) by the user:
 - On a 4035 or 4035IP set
 - Via the AAS application (A dynamic message (if there is one) replaces a static message with the same index number)
- Whatever the board used, all dynamic messages are stored in the directory /DHS3ext/vg/dhs

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- Declaring the couplers
 - Shelf/Board/create
 - Interface type: GPA2 / GD…
- Declaring the DSPs of a GPA2 board
 - Shelf/Board/ GPA DSP program
 - DSP configuration: VG + …
- For recording and managing voice guides directly from a 4035 phone
 - 1) Manage the prefix for accessing the menu
 - Translator/Prefix Plan/Creation
 - Local features: recordable voice guides
 - 2) User access from the phone to the prefix
 - Classes of service/Phone features C.O.S
 - Recordable voice guide: 1

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- Management
 - Create the voice guide in the database
 - System/Voice guide
 - Voice guide No :
 - Function : Single Message voice guide
 - Voice guide start : non
 - Flash message for language 1 : 750 (e.g)
- Assigning messages
 - Each message that should be in a voice guide must be assigned to one or more couplers
 - System/Dynamic Voice Guide/Assignment
 - VG Sub-message N°: 750 (e.g)
 - ACT Shelf-Board list: 0 -10
- Follow the “voice guide recording” procedure

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For adjusting recording gain from the 4035 UA phone, five levels are possible:

Level	0	1	2	3	4
Gain (in dB)	-5	-2.5	0	2.5	5

So you specify the parameter value:

- Voice guide recording gain via UA phone: the initial setting is 3 (or 2.5 dB)

If there is a failure during these operations (assigning, selecting, downloading the voice guide file), you can obtain the causes of the failure from the menu indicated in the above path

Causes of failure

System/Dynamic Voice Guide/failure reason

List of error messages

PROCEDURE
Dynamic Voice Guide recording

OBJECTIVE

- To learn how to record a dynamic voice guide by using a 4035 set

PROCEDURE

- After the board (GPA, GPA2 , GD, GA…) creation, the DSP management, a dynamic voice message is created in three steps :

 - The audio sequence is recorded from the set (after a message number has been created in management).
 - The file is created (the audio sequence is assigned to the message number).
 - The file is downloaded to the Call Server

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1. Hardware declaration (example given with GPA2 board)

1.1.1 GPA2 board creation

Application	mtcl
Path	Shelf/Board/Creation
Parameters	Shelf Address: 0 to 99 Board Address: 0 to 27 (depends on shelf type) Interface Type: GPA2

1.1.2 DSP management

Application	mtcl
Path	Shelf/Board/GPA DSP program/Creation
Parameters	Shelf Address: 0 to 99 Board Address: 0 to 27 (depends on shelf type) Interface Type: GPA2 Configuration: VG+4 Detections+Tone or VG+4 VAD+Tone or VG+2 Detections+2 VAD+Tone or VG+Conf.+3 Detections+Tone or VG+Conference+3 VAD+Tone or VG+Conf.+2 Detections+1 VAD+Tone or VG+Conf.+1 Detection+2 VAD+Tone or VG+2 Conferences+2 Detections or VG+ 2 Conferences+2 VAD or VG+2 Conferences+Detection+VAD

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2. Create the Voice guide

Application	mtcl
Path	System / voice guide / create
Parameters	Voice guide n°: 866 (exemple) Function: Single message voice guide Flash message by language: Flash message for language 1: 866 (example)

3. Allocate the voice guide to the GPA2 board

Application	mtcl
Path	System / Dynamic voice guides / assignment / create
Parameters	Voice guide sub-message N°: 866 (example) ACT shelf-board list: 0-4 (GPA2 board address)

4. Create or check the presence of the voice guide recording prefix

Application	mtcl
Path	Translator / prefix plan
Parameters	Number:<8 digits max> Prefix meaning: local features Local features: recordable voice guide

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5. Allow to the users “type 4035T” the possibility to record the voice guide and enable the keyboard use

5.1 Filter a set of type 4035T, note down its phone facilities categories and enable its alpha numeric keyboard.

Application	mtcl
Path	Users
Parameters	Directory n: _ _ _ _ _ Set type: 4035T Phone features COS : 0 (0..31) Internal alphanum. Keyboard: english

5.2 Update the user’s phone facilities category

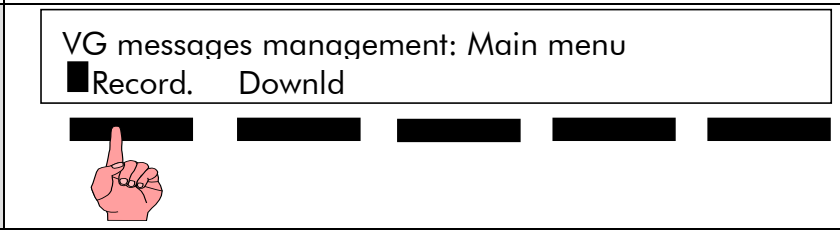
Application	mtcl
Path	Classes of service / Phone features COS / Review/modify
Parameters	Phone features COS : 0 (0..31) PCX services Recordable voice guides: 1

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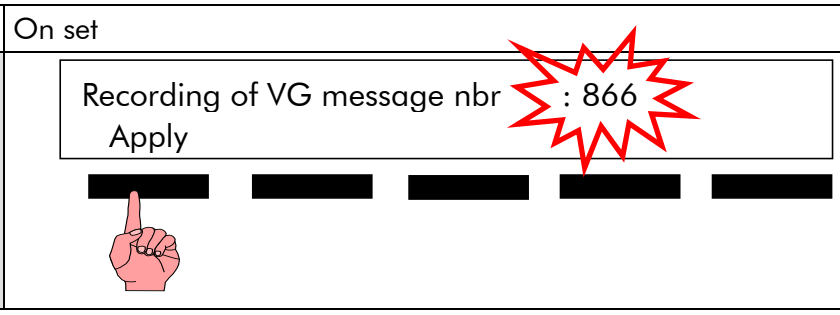
6. Record the voice guides

6.1 Dial the prefix to record the voice guide

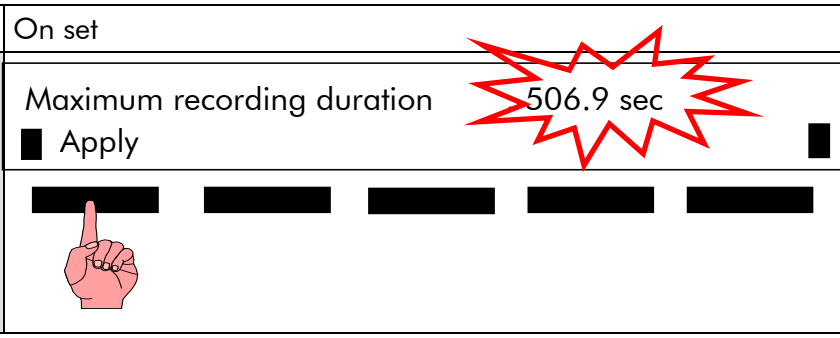
6.2 Choose the «record.» key on the set display

	On set
Action	

6.3 Specify the voice guide number and apply: e.g. 866

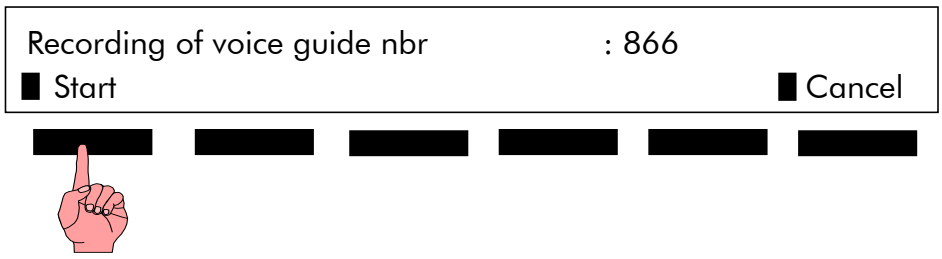
	On set
Action	

6.4 Check the available duration on the board and valid

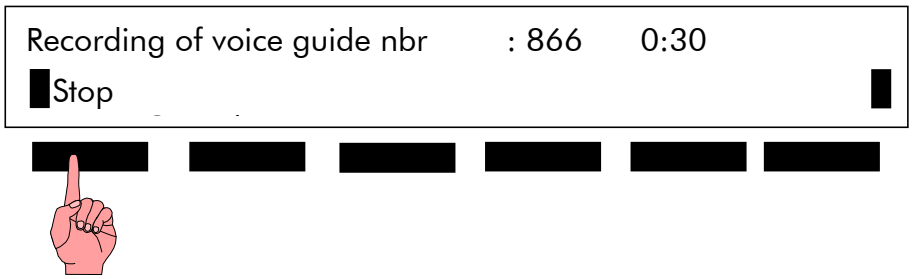
	On set
Action	

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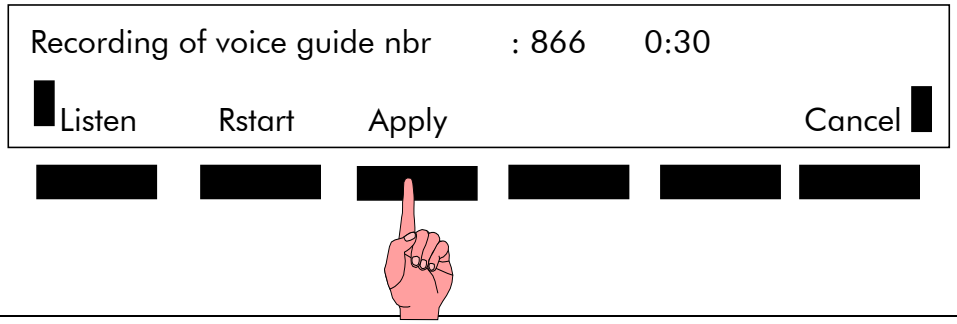
6.5 Record the message using START

	On set
Action	

6.6 Stop the recording

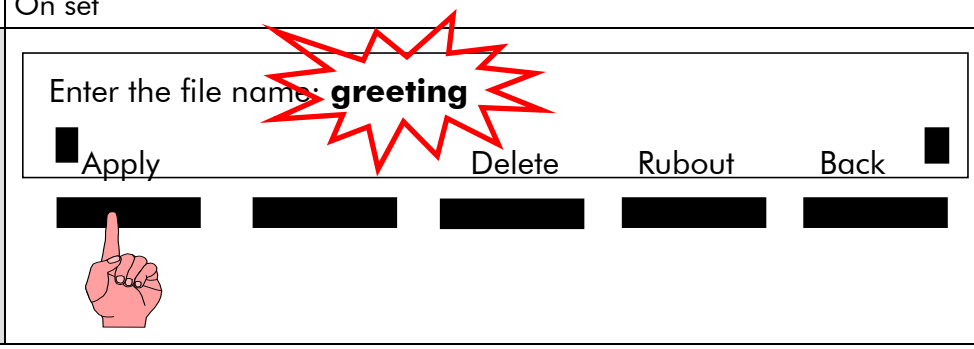
	On set
Action	

6.7 Validate your message (after listening to it or/and recording it again)

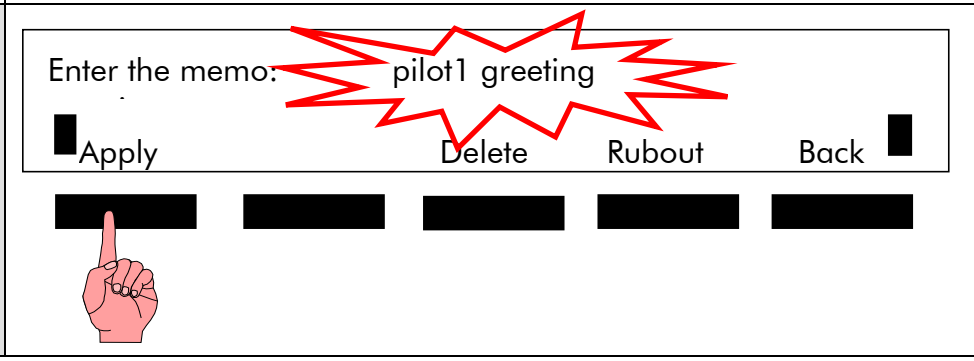
	On set
Action	

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6.8 Name the file stored on hard disk corresponding to your guide (e.g.: greeting)

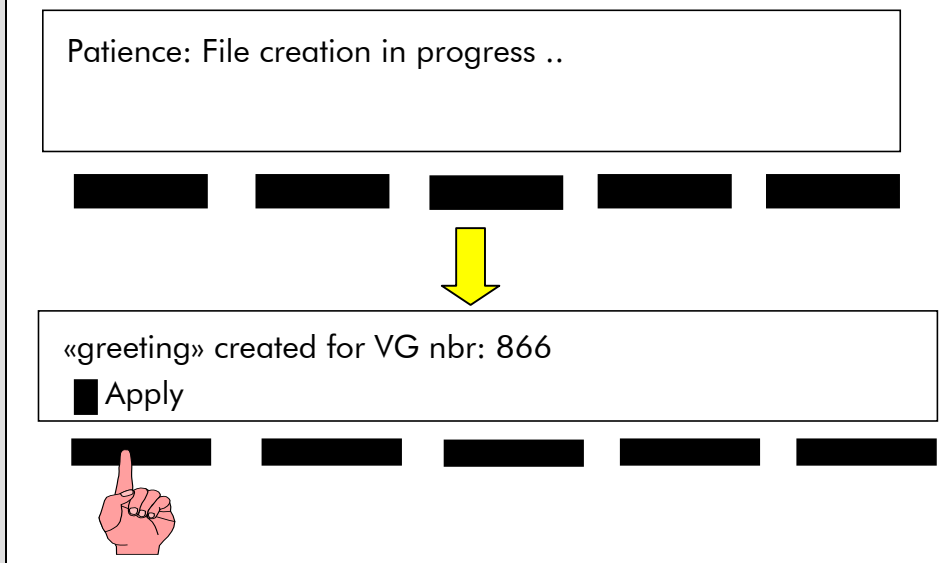
	On set
Action	

6.9 Enter a memo (eg.: pilot1 greeting)

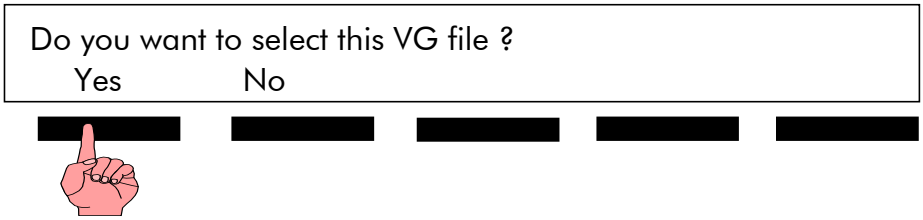
	On set
Action	

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6.10 File creation

	On set
Action	

6.11 Voice guide downloading on the board

	On set
Action	

6.12 Off hook

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HANDS-ON EXERCISES
Alcatel OmniTouch Contact Center

OBJECTIVE:

- To be able to record dynamic voice guides
- Assign the dynamic voice guides to the CCd matrix

MANAGEMENT:

1. Create a GPA (or GPA2, or GD or GA…) board
 In case of GPA / GPA2 board, declare the DSP

2. Create a prefix to record voice guides and allow the users to use it

3. By using the procedure (dynamic voice guide recording), record for each pilot :

 3.1. A greeting voice guide (“welcome to the …. Department…”)

 3.2. A parking level 1 voice guide (“All agents are busy, please stay on line”)

 3.3. A parking level 2 voice guide (“we are going to answer you as soon as possible, please stay on line”)

 3.4. A parking level 6 voice guide (a music on hold will be broadcast)

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Number	Greeting guide	Parking guide 1	Parking guide 2	Parking guide 6
3X600	700 / 1 time	701 / 1 time	702 / 1 time	703
3X601	710 / 1 time	711 / 1 time	712 / 1 time	713

4. By using the procedure (dynamic voice guide recording), record a voice guide for the "VG PG" 3X802

 Voice guide N° 705 ("All agents are busy, please callback later")

5. Check that this voice guide is activated with the tone test prefix

6. Check the presence of the file on the e-CS hard disk

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HANDS-ON EXERCISES SOLUTIONS
Alcatel OmniTouch Contact Center

OBJECTIVE:

- To be able to record dynamic voice guides
- Assign the dynamic voice guides to the CCd matrix

MANAGEMENT:

1. Create a GPA (or GPA2, or GD or GA…) board
 In case of GPA / GPA2 board, declare the DSP

 By using "mgr", go to : "Shelf / board / create"

```
Review/Modify: Board

            Node Number (reserved) : 4
                      Shelf Address : 0
                      Board Address : 9

                    Interface Type + GPA
                     Virtual board + NO
                       Usage State + Unknown
                  Operational State + Enabled
                 Main/Standby State + Main (Master)
          Number Of Sets Connected : 0
             Country Protocol Type + Default
                      Tone on Board + R2 Tone
    RAM Card 1 free duration (sec) : 503
    RAM Card 2 free duration (sec) : 0
```

 Then, declare the DSP, so go to : "Shelf / board / GPA DSP Program / create"

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```
Review/Modify: GPA DSP program

            Node Number (reserved) : 4
                     Shelf Address : 0
                     Board Address : 9
                Instance (reserved) : 1

                     Interface Type + GPA
                      Configuration + 1 VG + 2 Detections
```

2. Create a prefix to record voice guides and allow the users to use it

 By using “mgr”, go to : “Translator / prefix plan / create”

```
Review/Modify: Prefix Plan

            Node Number (reserved) : 4
               Instance (reserved) : 1
                           Number : 16

                     Prefix Meaning + Local Features
                     Local Features + Recordable Voice Guides
```

 Check the phone features COS of the set which will be used to record the voice guide (“0 “ by default) and allow this prefix in this COS

 Go to : “Classes of service / Phone features COS / Review/modify”

```
Review/Modify: Phone Features COS

                Voice Mail Deposit : 0
              Select Primary Line : 0
            Select Secondary Line : 0
              Z dialing Behind UA : 0
             Mask remote identity : 0
          Recordable Voice Guides : 1
```

3. By using the procedure (dynamic voice guide recording), record for each pilot :

 3.1 A greeting voice guide (“welcome to the …. Department…”)

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3.2 A parking level 1 voice guide (“All agents are busy, please stay on line”)

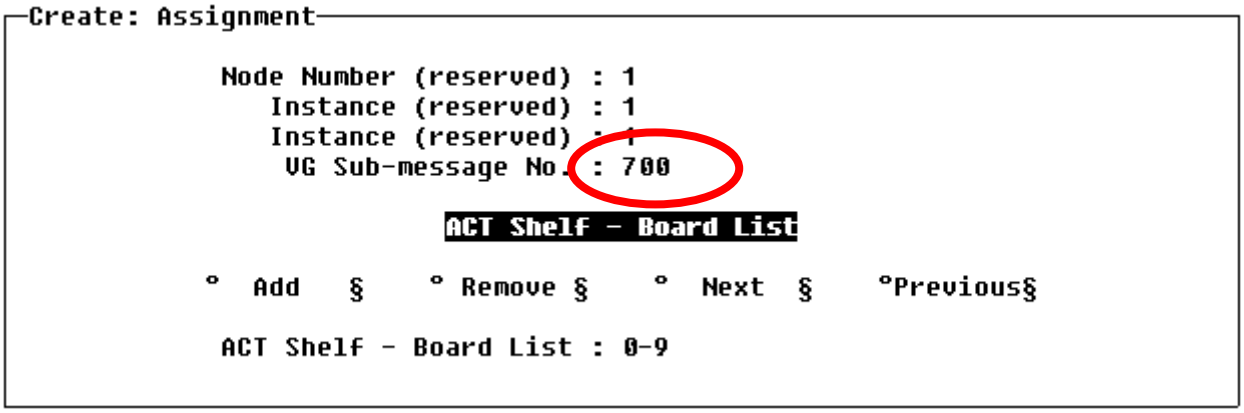
3.3 A parking level 2 voice guide (“we are going to answer you as soon as possible, please stay on line”)

3.4 A parking level 6 voice guide (a music on hold will be broadcast)

Number	Greeting guide	Parking guide 1	Parking guide 2	Parking guide 6
3X600	700 / 1 time	701 / 1 time	702 / 1 time	703
3X601	710 / 1 time	711 / 1 time	712 / 1 time	713

By using “mgr”, assign the following messages number (700, 701, 702, 703, 710, 711, 712 and 713) to the GPA

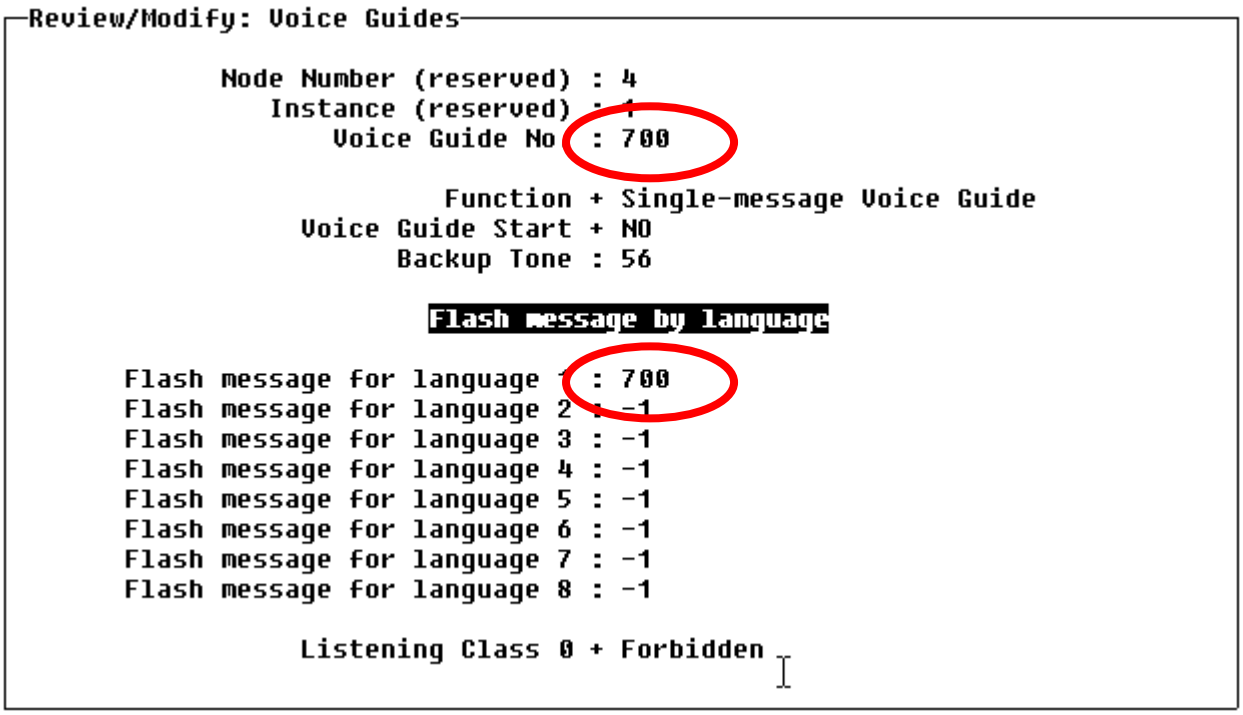
Go to : “System / Dynamic voice guides / assignment / create”



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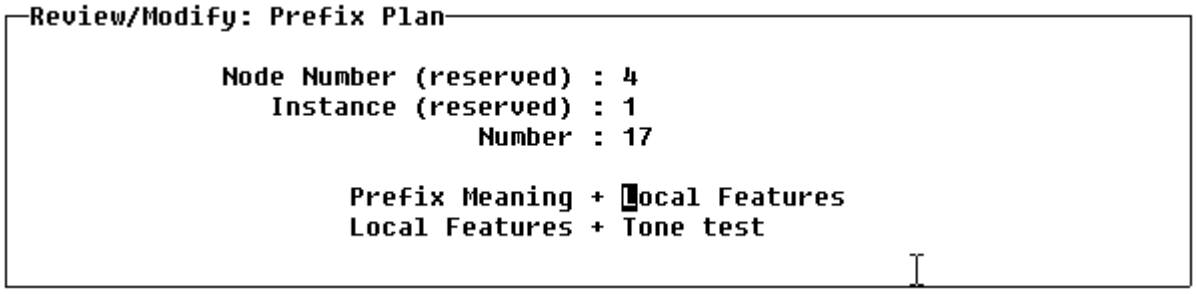
By using “mgr”, create the voice guides :700, 701, 702, 703, 710, 711, 712 and 713 and assign the messages recorded previously to these voice guides

By using “mgr”, go to : “System / voice guide / create”



When all voice guides are recorded, it’s possible to listen to them by dialing the “tone test” prefix + the voice guide Number (4 digits)

Create the “tone test” prefix; go to : “translator / prefix plan / create”



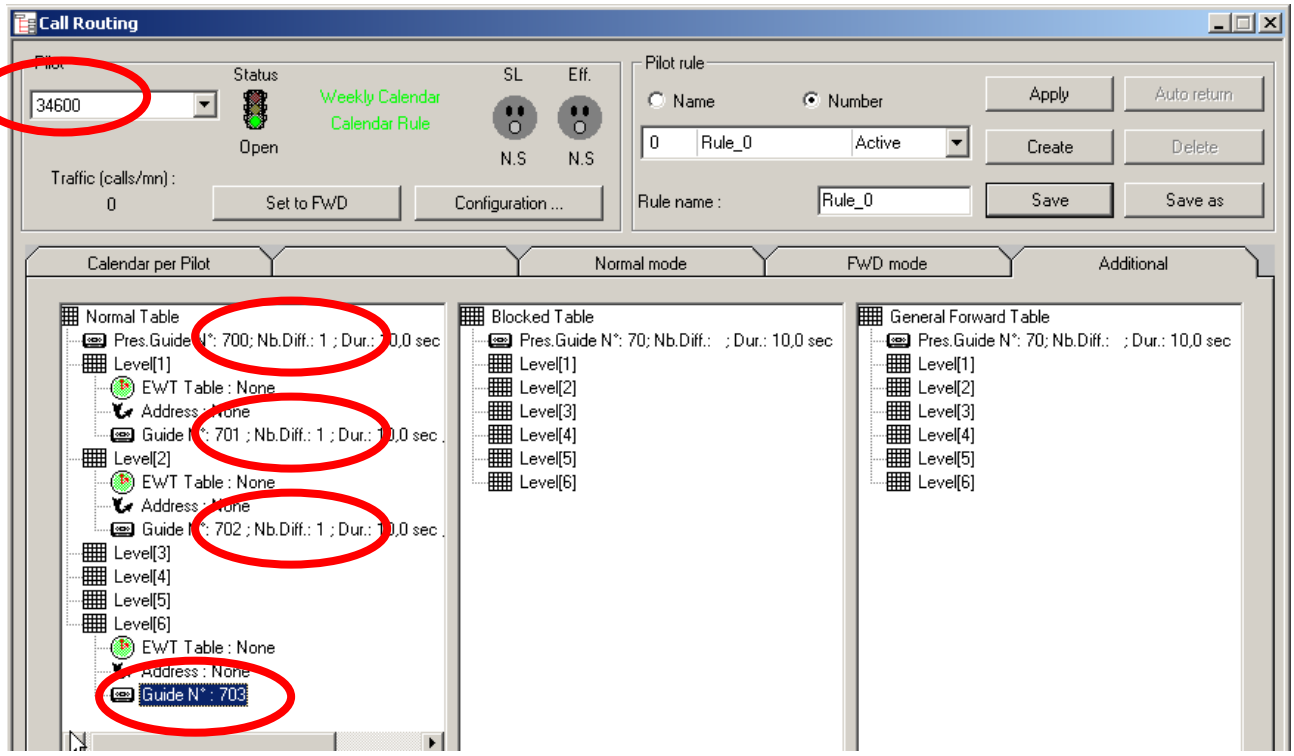
Nota : don’t forget to allow it in the set phone features COS

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When all these voice guides are recorded properly, assign them to the CCd matrix by using the CCs

Go to : "Call flow mgt / Call routing" (**Additional** tab)

Select the pilot and assign the voice guides number



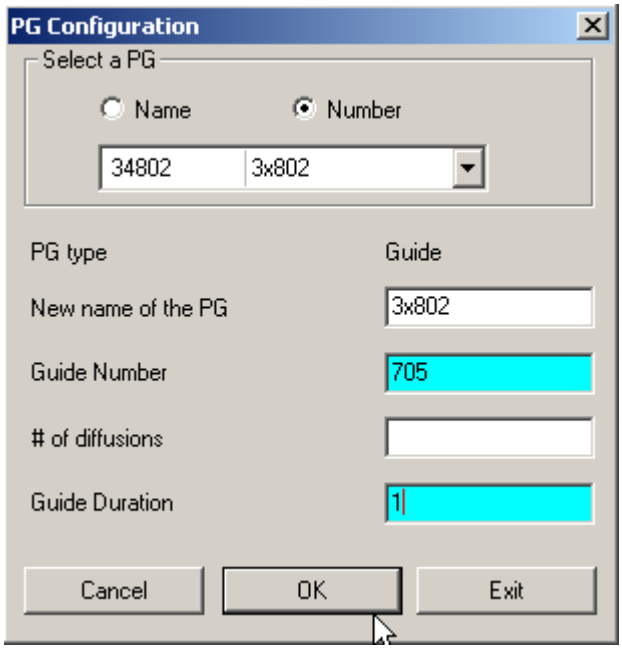
4. By using the procedure (dynamic voice guide recording), record a voice guide for the "VG PG" 3X802

 Voice guide N° 705 ("All agents are busy, please callback later")

Do the same management than previously (assign a message 705 to the GPA and associate this message 705 to the Voice guide 705); record this message and assign it to the "Voice Guide" PG by using the CCs

Go to : "Configuration / Processing group / PG others "

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5. Check that this voice guide is activated with the tone test prefix

6. Check the presence of the file on the e-CS hard disk

 Go to the directory “usr7/vg/dhs” (cd /usr7/vg/dhs) and use the “ll” command

```
-rw-rw-r--    1 mtcl     tel          9133 Mar 31 14:42 700_greeting^
```


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MANAGEMENT PROCEDURE
Alcatel OmniTouch Contact Center

OBJECTIVE

- To learn how to manage agent/supervisor features

1. Temporary withdrawal management

Application	Expert tool	Tab	
Path	/Applications /CCD / Processing group		
Action	Review/modify		

Directory Number:	<enter an agent processing group directory number>
Unavailable type parameters	
Unavailable type	0..9 (0 means that withdrawal is forbidden; 9 different types of withdrawal maximum can be managed)
Display unavailable type 1	enter the name of the withdrawal (from 0 to 6 characters)
Display unavailable type 2	enter the name of the withdrawal (from 0 to 6 characters)
Display unavailable type 3	enter the name of the withdrawal (from 0 to 6 characters)
Display unavailable type 4	enter the name of the withdrawal (from 0 to 6 characters)
Display unavailable type 5	enter the name of the withdrawal (from 0 to 6 characters)
Display unavailable type 6	enter the name of the withdrawal (from 0 to 6 characters)
Display unavailable type 7	enter the name of the withdrawal (from 0 to 6 characters)
Display unavailable type 8	enter the name of the withdrawal (from 0 to 6 characters)
Display unavailable type 9	enter the name of the withdrawal (from 0 to 6 characters)
Unavailable last agent	True / False
Unavailable after logging on	True / False
Unavailable on no answer	True / False

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Notes: These 9 different types of withdrawal are used for statistics.

"Unavailable Last Agent"
True: temporary unavailable of the last agent of the processing group is authorised.

"Unavailable after logging on"
True: when an agent enters this processing group, he is not immediately operational and is put in "withdrawal" position

"Unavailable on no answer"
True: When an agent set is rung and the agent does not answer, the agent is automatically withdrawn temporarily on expiry of the rotation timer.

2. Wrap-up Management

2.1 Automatic wrap-up

Application	Expert tool	Tab	
Path	/Applications /CCD / Pilot		
Action	Review/Modify		
Pilot Directory Number Auto. Wrap-up timer	<enter a pilot number> enter a value (by step of 100 mS) 0 means "No automatic Wrap-up"		

Notes:

"Automatic wrap-up timer" : *This is the time automatically granted to the agent after the communication to allow work concerning this communication to be completed (computer entry, etc.). The value must be between 1 sec and 3276 sec. To delete the wrap-up, enter the value '0'.*

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2.2 Manual wrap-up

Application	Expert tool	Tab	
Path	/Applications /CCD / Processing group		
Action	Review/Modify		
Directory Number	<enter an agent PG number>		
Wrap-up idle timer	enter a value (by step of 100 mS)		
Wrap-up in pause timer	enter a value (by step of 100 mS)		
Pause after man. Wrap-up in pause	True / False		

Notes:

"Wrap Up duration in Idle state"*:This is the duration allocated to the agent when making the request manually in idle state. This item is defined for the agents of the group. Enter a value between 1 and 3276 seconds, this value is optional (0 means wrap-up in idle mode forbidden).*

"Wrap Up duration in pause"*: This is the duration allocated to the agent when making the request manually in pause state. This item is defined for the agents of the group. Enter a value between 1 and 3276 seconds, this value is optional(0 means wrap-up In pause mode forbidden)*

"Pause after manual wrap-up in pause"*:*
True: the agent is authorised to return to pause state after entering manual wrap-up state if this agent was already in pause state when the request was made.
False: the agent is put in idle state after entering manual wrap-up state if this agent was already in pause state when the request was made.

3. Pause Management

Application	Expert tool	Tab	
Path	/Applications /CCD / Pilot		
Action	Review/Modify		
Pilot Directory Number	<enter a pilot number>		
Time between two calls	enter a value (by step of 100 mS) 0 means "No Pause"		

Notes:

"Time between two calls"
Minimum duration between two CCD calls from this pilot to an agent. (The unit corresponds to 100 ms). If the value is null, there is no pause between calls for the agents servicing this pilot

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4. Waiting calls – queues status

Application	Expert tool	Tab	
Path	/Applications /CCD /Processing Group		
Action	Review/Modify		
Directory Number : Display waiting timer :	<enter a PG number> enter a duration (by step of 100 mS)		

Notes:

"Display waiting timer" :
Duration of display of the information regarding queues, on 4035 or 4037 sets when an agent presses the "Qinfo" dynamic key.
The unit is 100 ms. The minimum authorised value is 10

5. Headset function management

Application	Expert tool	Tab	
Path	/Applications /CCD /Processing Group		
Action	Review/Modify		
Directory Number : Headset mandatory :	<enter a PG number> True / False		

Notes:

"Headset mandatory"
True: forces the headset set function for agents in the processing group.

Application	Expert tool	Tab	
Path	/Users / Programmable keys		
Action	Review/modify		
Directory Number : Key N° : Function :	<enter an agent or supervisor directory number> 1..24 Headset		

Notes:

This programmable key allows the agent to enable or disable the headset

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6. Supervisor monitoring management

Supervisor monitoring means :

- Discrete listening
- Intrusion
- Restricted intrusion
- Permanent monitoring

Application	Expert tool	Tab	
Path	/Users / Programmable keys		
Action	Review/modify		
Directory Number : Key N° : Function :	<enter a **supervisor** directory number> 1..24 ACD Listening		

Miscellaneous parameters concerning the supervisor monitoring

Application	Expert tool	Tab	
Path	/Applications /CCD /Processing Group		
Action	Review/Modify		
Directory Number : Help on external call : Show supervisor listening :	<enter a PG number> True / False True / False		

Notes:

*" **Help on external calls** " :*
True: the supervisor can carry out intrusion or discrete listen-in on an agent in this group during an external communication other than CCD

*"**Show supervisor listening" :***
True: when the supervisor listens in on an agent conversation (discrete listen-in on the initiative of the supervisor), the agent in question is informed (display or beep according to the type of set)

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7. Transaction code management

Application	Expert tool	Tab	
Path	/Applications /CCD / Pilot		
Action	Review/Modify		
Pilot Directory Number	<enter a pilot number>		
Transaction code dialing timer	enter a value (by step of 100 mS)		
N° of transact. code dialing digits	From 0 to 15 digits		
Business code	True / False		

Notes :

The transaction code is used to identify the call type. This code is then available for use by the supervisor for statistical purposes.

"Transaction Code dialing Timer"
Period during which an agent can enter the transaction code (or file number) after a communication coming from the pilot. The unit is 100 ms. The minimum authorised value is 10.

"Number of Transaction Code dialing Digits"
Number of digits to be entered by the agent for the transaction (or business) code.
Possible values:

0: no code to enter

to 15: number of digits to enter for a ***transaction*** *code ("****Business Code*** *" attribute = "no")*

to 3: number of digits to enter for a ***Business*** *code ("****Business Code*** *" attribute = "yes").*

"Business Code"
False: the code to enter is "transaction" type
True: the code to enter is "business" type

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8. Conversation recording management

8.1 Prior management : the voice mail (4635 or 4645) must be managed in the Alcatel OmniPCX Enterprise database

Application	Expert tool	Tab	
Path	/Applications / Voice mail		
Action	Review/modify		
Voice mail Directory Number: Directory Name: Voice mail Type:	<choose a free number in the numbering plan>; e.g:34999 <enter a name; 12 characters maximum) 4635 / 4645		

8.2 Pilot mailbox management

Application	Expert tool	Tab	
Path	/Applications /CCD / Pilot		
Action	Review/Modify		
Pilot Directory Number : Voice mail :	<enter a pilot number> enter a set directory number which has a mailbox in the voice mail system declared previously; e.g: 34015		

Notes :

"Voice mail":
Directory number of the set (local or remote) whose voice mailbox is used for recording the conversations of calls on this pilot. (This set must be a voice mail holder)

8.3 Conversation recording prefix creation

Application	Expert tool	Tab	
Path	/Translator / Prefix plan		
Action	Create		
Number : Prefix meaning : Local features :	<choose a free number in the numbering plan> Local features Conversation recording		

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8.4 Allow the prefix use in the agent / supervisor C.O.S

Application	Expert tool	Tab	
Path	/Classes of service /Phone features COS		
Action	Review/modify		
Phone features COS : PCX services Conversation recording	<enter the agent or supervisor phone features COS> 1 (1 means "prefix use allowed")		

Notes : The "Record" dynamic key will appear on the agent / supervisor set display

9. Queue supervision on LED management

Application	Expert tool	Tab	
Path	/Applications /CCD /Processing Group		
Action	Review/Modify		
Directory Number : Queue Supervision :	<enter a PG number> True / False		

Notes :

"Queue supervision"
True: the agent or supervisor can view the state of the queues via the LED on the set (Alcatel 4035, 4037)

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10. Pilot general forwarding state activation/de-activation

Application	Expert tool	Tab	
Path	/Users / Programmable keys		
Action	Review/modify		
Directory Number :	<enter an agent or supervisor directory number>		
Key N° :	1..24		
Function :	General Forwarding of Pilot		
Directory Number :	If empty, the user will be able to choose the pilot to switch into general forwarding state OR < enter the pilot number which will be switched into general forwarding state>		

11. Processing group closure/opening activation/de-activation

Application	Expert tool	Tab	
Path	/Users / Programmable keys		
Action	Review/modify		
Directory Number :	<enter an agent or supervisor directory number>		
Key N° :	1..24		
Function :	closing PG		
Directory Number :	If empty, the user will be able to choose the PG to be closed /open OR < enter the PG number which will be closed / open >		

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12. Manual hold/retrieve feature management

12.1 Prefix creation

Application	Expert tool	Tab	
Path	/Translator / Prefix plan		
Action	Create		
Number : Prefix meaning : External features :	<choose a free number in the numbering plan> External features Manual hold		

12.2 Allow the prefix use in the agent / supervisor C.O.S

Application	Expert tool	Tab	
Path	/Classes of service /Phone features COS		
Action	Review/modify		
Phone features COS : External services Manual hold	<enter the agent or supervisor phone features COS> 1 (1 means “prefix use allowed”)		

Notes : The “hold” dynamic key will appear on the agent / supervisor set display

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13. Park call/retrieve feature management

13.1 Prefix creation

Application	Expert tool	Tab	
Path	/Translator / Prefix plan		
Action	Create		
Number : Prefix meaning : External features :	<choose a free number in the numbering plan> External features Park call/retrieve		

13.2 Allow the prefix use in the agent / supervisor C.O.S

Application	Expert tool	Tab	
Path	/Classes of service /Phone features COS		
Action	Review/modify		
Phone features COS : External services Park call/retrieve	<enter the agent or supervisor phone features COS> 1 (1 means “prefix use allowed”)		

Notes : the “park” dynamic key will appear on the agent / supervisor set display

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14. MEA feature management

14.1 Multi-line keys creation

Application	Expert tool	Tab	
Path	/Users / Programmable keys		
Action	Review/modify		
Directory Number : Key N° : Function : Directory Number :	<enter an agent or supervisor directory number> 1..24 Multi-line < enter the agent or supervisor directory number >		

14.2 ACD line key creation

Application	Expert tool	Tab	
Path	/Users / Programmable keys		
Action	Review/modify		
Directory Number : Key N° : Function :	<enter an agent or supervisor directory number> 1..24 ACD line		

14.3 Outgoing calls by using the ACD line key

Application	Expert tool	Tab	
Path	/Applications / CCD/ CCD users/ CCD operations management		
Action	Review/modify		
Directory Number : Outgoing call on ACD key :	<enter an agent or supervisor directory number> True / False		

Notes :

"Outgoing call on ACD key" : *To initiate an outgoing call on an ACD key, the agent must press the ACD key before dialing. However, an outgoing call initiated on the ACD key is not necessarily an ACD outgoing call.*
False: line seizure and dialing by ACD key prohibited

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14.4 MEA & MLA

14.4.1 Virtual set (with a primary MLA key) creation

Application	Expert tool	Tab	
Path	/Users		
Action	Create		
Directory Number :	<enter a free number in the numbering plan>		
Shelf address :	255		
Board address :	255		
Equipment address :	255		
Set type :	UA Virtual		

Application	Expert tool	Tab	
Path	/Users / Prog. Keys		
Action	Review/modify		
Directory Number :	<enter the virtual set number>		
Key N° :	1..24		
Function :	Primary MLA		
Directory number :	<enter a free number in the numbering plan which will be the **MLA group directory number**>		
Order :	order number of the key in the MLA group		

Notes : before creating the "Primary MLA" key on the virtual UA set, this one must be configured as a multi-line set

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14.4.2 Secondary MLA keys (on agent set) management

Application	Expert tool	Tab	
Path	/Users / Prog. Keys		
Action	Review/modify		
Directory Number :	<enter the agent set number>		
Key N° :	1..24		
Function :	Secondary MLA		
Directory number :	<enter the **MLA group directory number** managed in step 14.4.1>		
Order :	order number of the key in the MLA group		
Ringing mode :	No ring / short ring / long ring…		
Deferred ring :	Yes / No		

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HANDS-ON EXERCISES
Alcatel OmniTouch Contact Center

OBJECTIVE:

- Agents and supervisors facilities

MANAGEMENT:

1. Test the following agent features :

 - Temporary withdrawal
 - In the PG 3X800, 3 temporary withdrawals (Coffee, WC, Smoke) are available
 - The withdrawal will be activated on no answer and will be possible for all agents
 - In the PG 3X803, the temporary withdrawal is not authorized

 - Automatic Wrap-up: for both pilots, the wrap-up timer will be equal to 30 sec

 - Manual wrap up :
 - In the PG 3X800, when pressing the "wrap-up" key, the agents, in idle state will be in wrap-up during 15 sec; in pause mode, the timer will be equal to 10 sec
 - In the PG 3X803, when pressing the "wrap-up" key , the agents in idle state will be in wrap-up during 20 sec; in pause mode, the timer will be equal to 15 sec

 - Pause :
 - For both pilots, the pause timer will be equal to 10 sec

 - Waiting calls – queue status
 - When pressing the "Qinfo" dynamic key, these information will be displayed 20 sec

 - Headset
 - Create for the agent 3X500 an headset programmable key; test that during the log-on the agent can activate or de-activate the headset

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- Acd listening (supervisor 3X502)
 - Create an “ACD listening” key on the supervisor set (3X502)

 - From the supervisor set :
 - Test the discrete listening
 - Test the intrusion
 - Test the restricted intrusion
 - Test the permanent monitoring

 - From the agent set :
 - Test the Help request
 - Help request will be available also on external communication other than CCd

- Supervisor call; test this feature

- Transaction code
 - For the pilot 3X600, the agent will have 10 sec to enter a 3 digits code at the end of the call

- Pilot general forwarding state :
 - Manage a programmable key on the supervisor 3X502 in order to be able to put a pilot in general forwarding state

- Close/open a PG :
 - Manage a programmable key on the supervisor 3X502 in order to be able to close/open a PG

- MEA
 - Create 2 multi-line keys on the agent set 3X500
 - Create an ACD line key on the agent set 3X500
 - Call the pilot 3X600; on which key will the call arrive on the agent 3X500 ?
 - How many CCd calls coming from the CCd matrix (from the pilot) is this agent able to receive at the same time ?
 - Call the agent directly (this agent is still on line with the previous call, coming from the CCd matrix); on which key will the call arrive on the agent 3X500 ?
 - Check the agent real time status in the CCs
 - An outgoing call on the “ACD line” key will be possible: what is the right management ?

- MEA & MLA
 - Create a virtual set (3X454) with a Primary MLA key (3X455= MLA group directory number)
 - Create a secondary MLA key on the agent set 3X500 and on the agent set 3X501
 - Call the number 3X455 and test MLA

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NOTE :

You can use the ACD prefix to have the CCdistribution characteristics on analog or 4003 sets as follow:

N.B: the prefix 12 have to be dialed on the analog and the 4003 phone sets these type of set hasn't display to activate dynamic keys.

PREFIX	N°
Withdraw	12+1
Wrap up	12+2
Supervisor	12+3
Log off	12+5
Log on	12+6

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HANDS-ON EXERCISES SOLUTIONS
Alcatel OmniTouch Contact Center

OBJECTIVE:

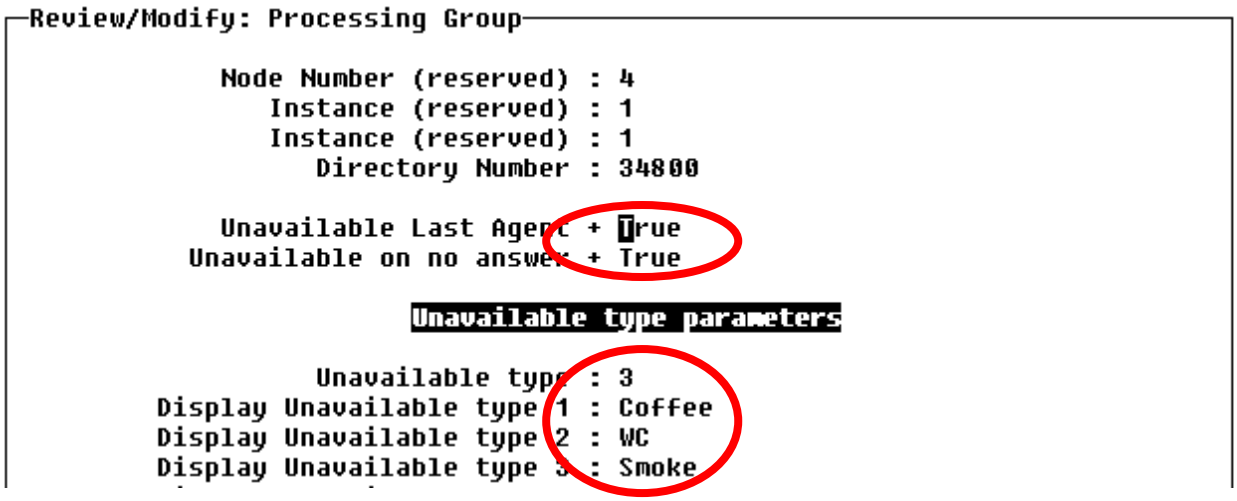
- Agents and supervisors facilities

MANAGEMENT:

1. Test the following agent features :

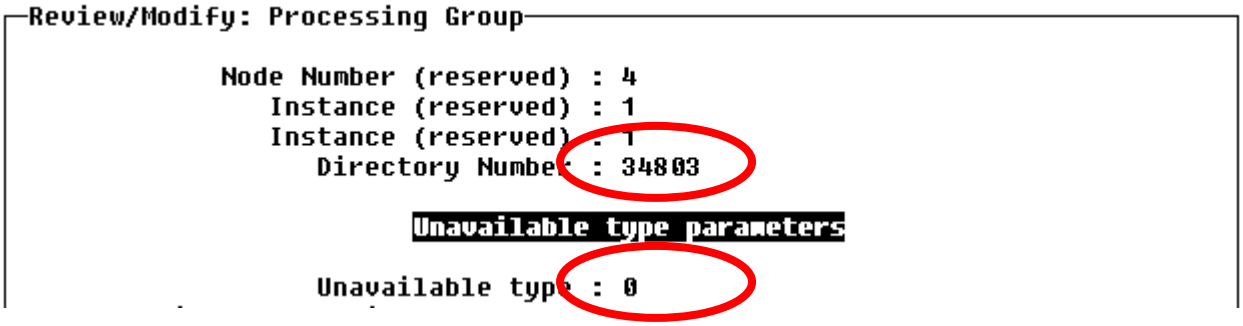
 - Temporary withdrawal
 - In the PG 3X800, 3 temporary withdrawals (Coffee, WC, Smoke) are available
 - The withdrawal will be activated on no answer and will be possible for all agents

 This management has to be done via "mgr" tool (impossible via the CCs)
 Go to : "Applications / CCD / Processing groups / Review/modify"



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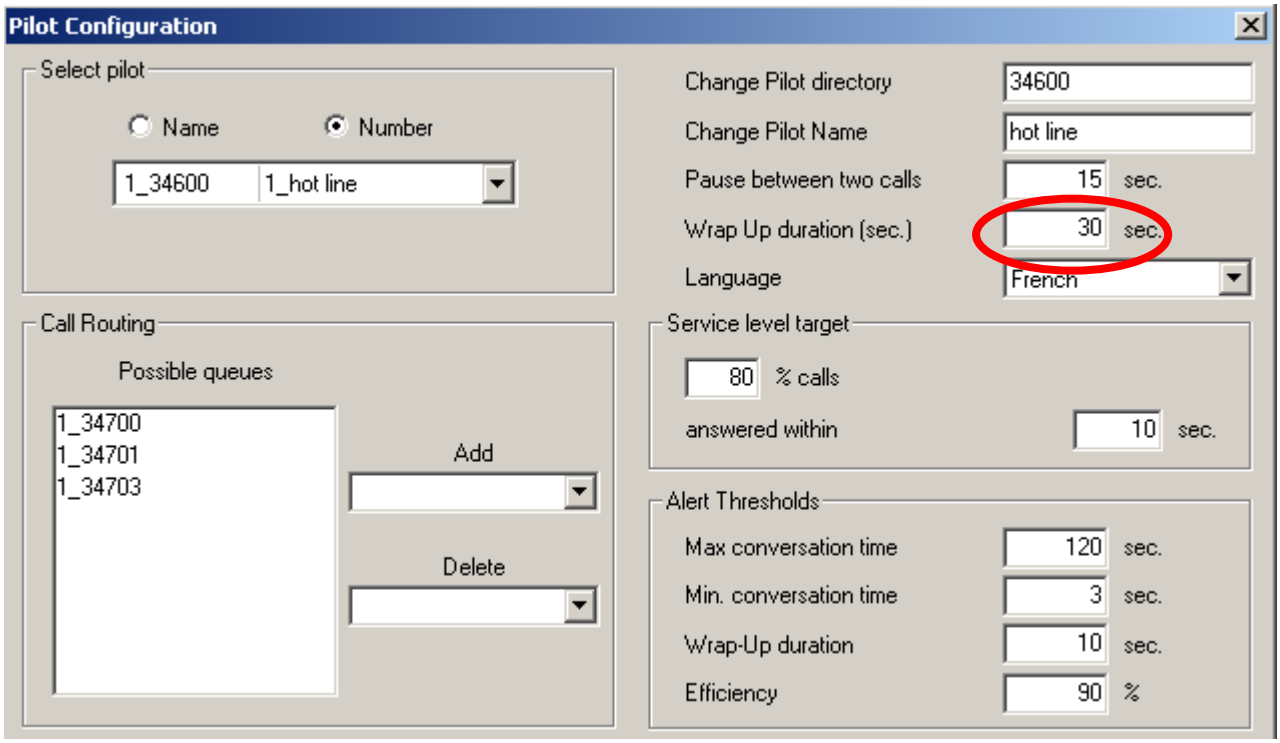
- In the PG 3X803, the temporary withdrawal is not authorized



- Automatic Wrap-up : for both pilots, the wrap-up timer will be equal to 30 sec

This management can be done by "mgr" or by the CCs

From the CCs : Configurations / Pilot



Do the same management for the pilot 3X601

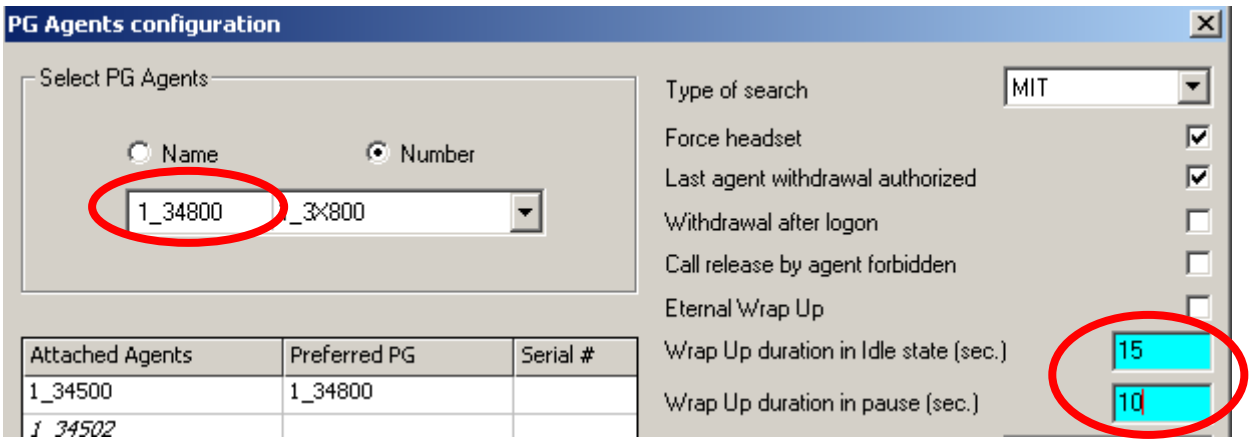
- Manual wrap up :

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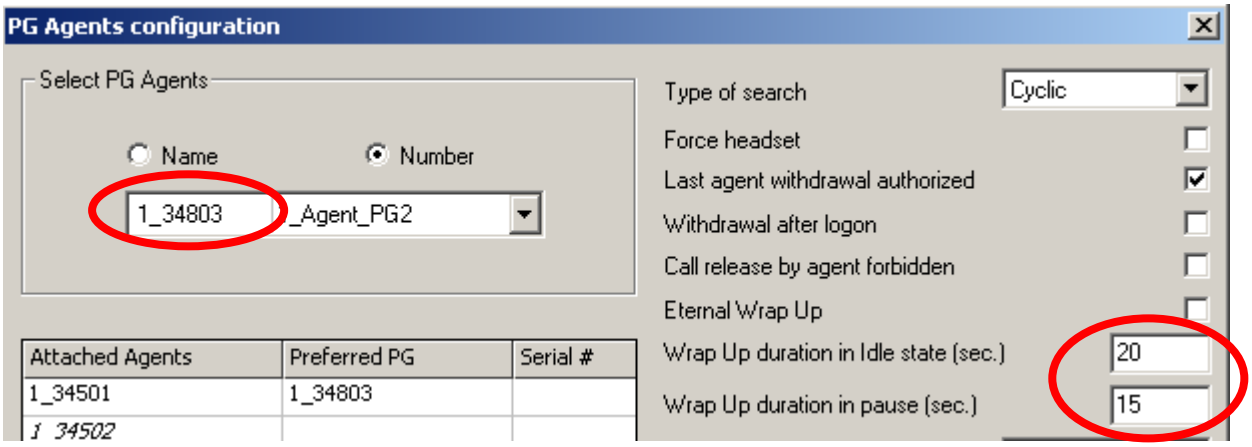
- In the PG 3X800, when pressing the "wrap-up" key, the agents, in idle state will be in wrap-up during 15 sec; in pause mode, the timer will be equal to 10 sec

This management can be done by "mgr" or by the CCs

From the CCs : Configurations / Processing group



- In the PG 3X803, when pressing the "wrap-up" key , the agents in idle state will be in wrap-up during 20 sec; in pause mode, the timer will be equal to 15 sec



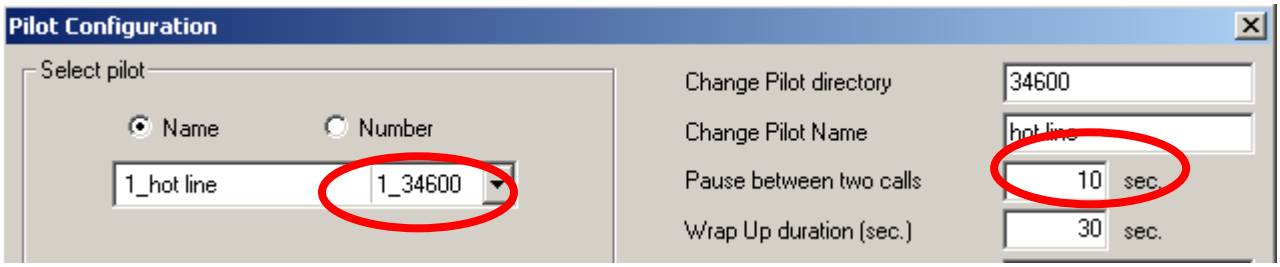
- Pause :

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- For both pilots, the pause timer will be equal to 10 sec

This management can be done by "mgr" or by the CCs

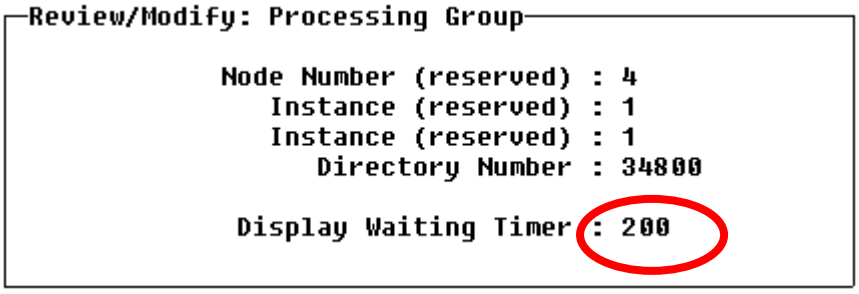
From the CCs : Configurations / Pilot



Do the same management for the pilot 3X601

- Waiting calls – queue status
- When pressing the "Qinfo" dynamic key, these information will be displayed 20 sec

This management has to be done via "mgr" tool (impossible via the CCs)
Go to : "Applications / CCD / Processing groups / Review/modify"

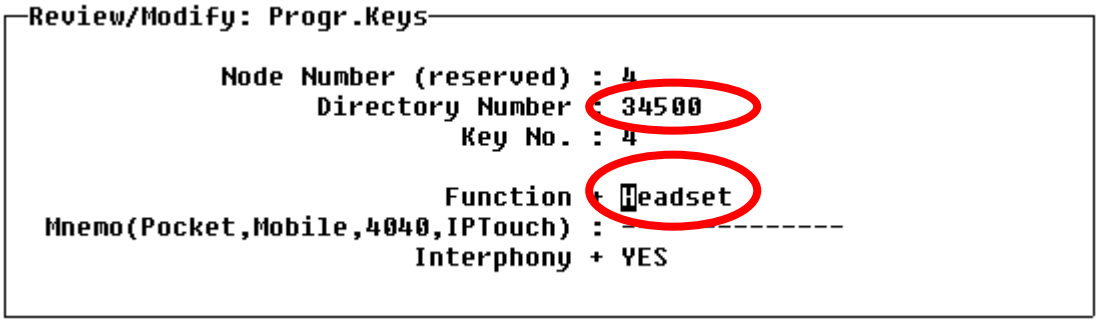


Do the same management for the PG 3X803

- Headset
- Create for the agent 3X500 an headset programmable key; test that during the log-on the agent can activate or de-activate the headset

This management has to be done via "mgr" tool (impossible via the CCs)
Go to : "Users / Prog. Keys / Review/modify"

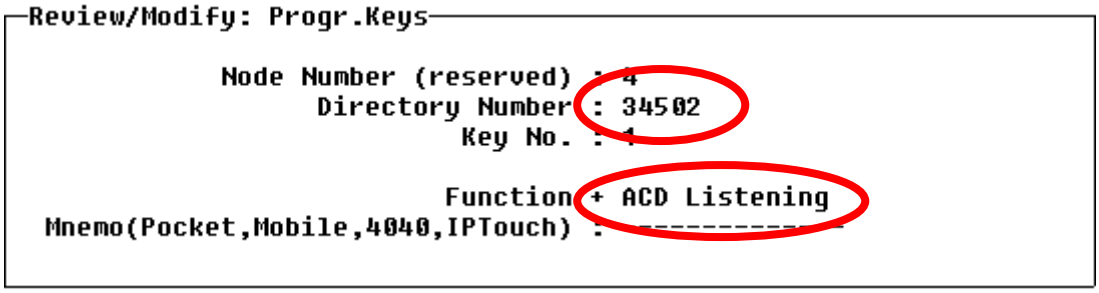
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Try to log-on : the system asks to if you want to activate the headset.
After log-on, by pressing the key, the agent can enable or disable the headset

- Acd listening (supervisor 3X502)
 - Create an "ACD listening" key on the supervisor set (3X502)

This management has to be done via "mgr" tool (impossible via the CCs)
Go to : "Users / Prog. Keys / Review/modify"

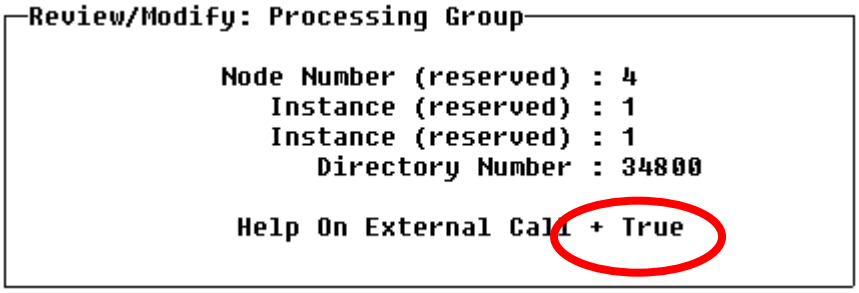


- From the supervisor set :
 - Test the discrete listening
 - Test the intrusion
 - Test the restricted intrusion
 - Test the permanent monitoring

- From the agent set :
 - Test the Help request
 - Help request will be available also on external communication other than CCd

This management has to be done via "mgr" tool (impossible via the CCs)
Go to : "Applications / CCD / Processing group / Review/modify"

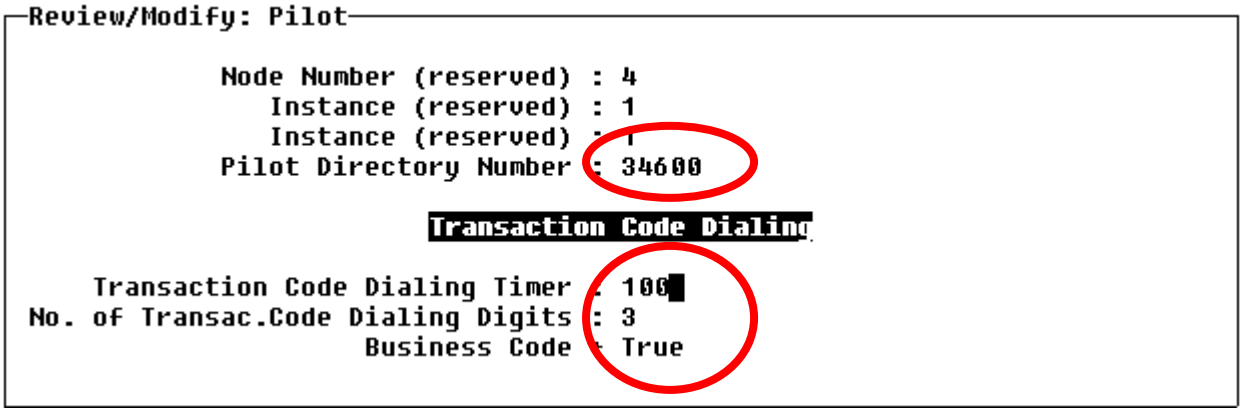
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- Supervisor call; test this feature : Nothing to manage

- Transaction code
 - For the pilot 3X600, the agent will have 10 sec to enter a 3 digits code at the end of the call

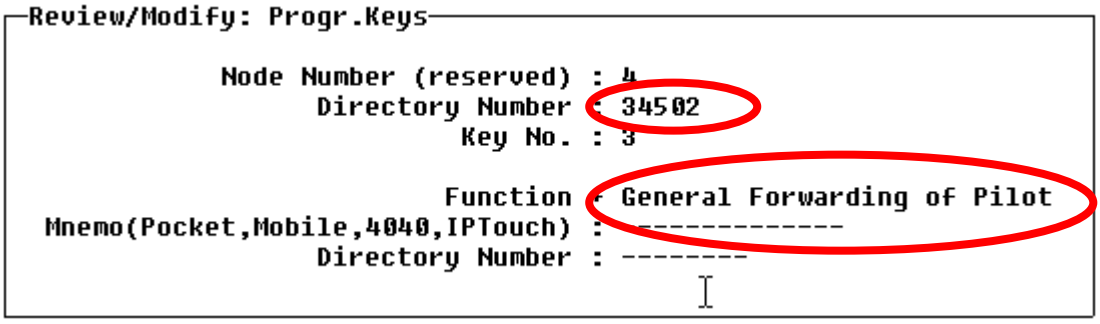
This management has to be done via "mgr" tool (impossible via the CCs)
Go to : "Applications / CCD / Pilot / Review/modify"



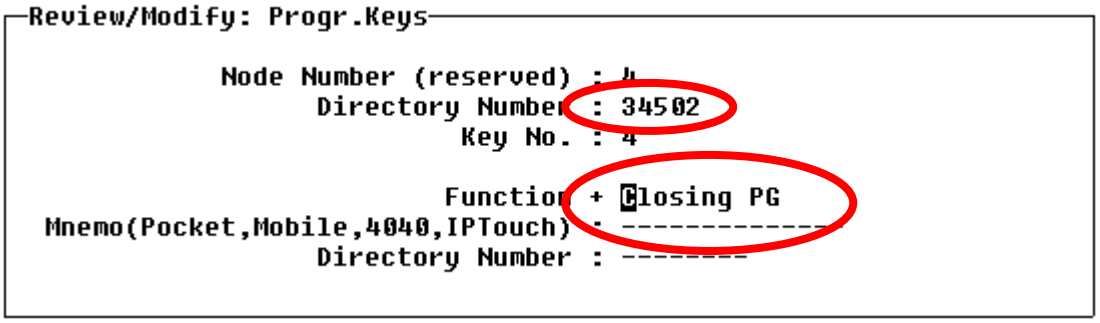
- Pilot general forwarding state :
 - Manage a programmable key on the supervisor 3X502 in order to be able to put a pilot in general forwarding state

This management has to be done via "mgr" tool (impossible via the CCs)
Go to : "Users / Prog. Keys / Review/modify"

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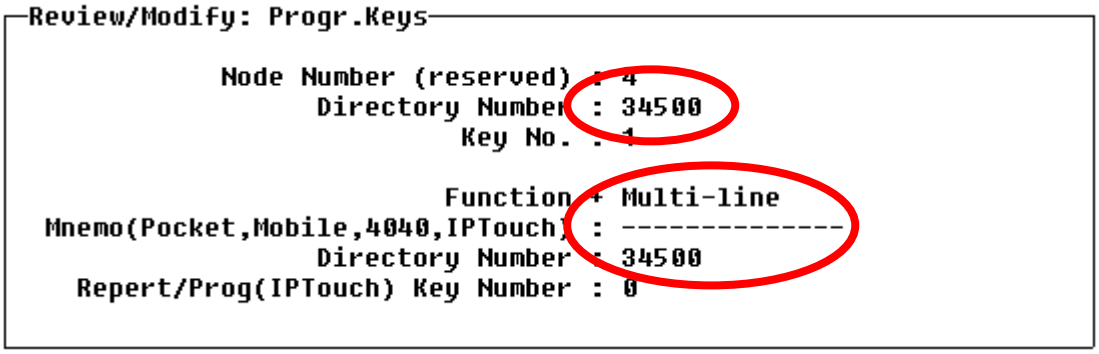


- Close/open a PG :
 - Manage a programmable key on the supervisor 3X502 in order to be able to close/open a PG



- MEA
 - Create 2 multi-line keys on the agent set 3X500

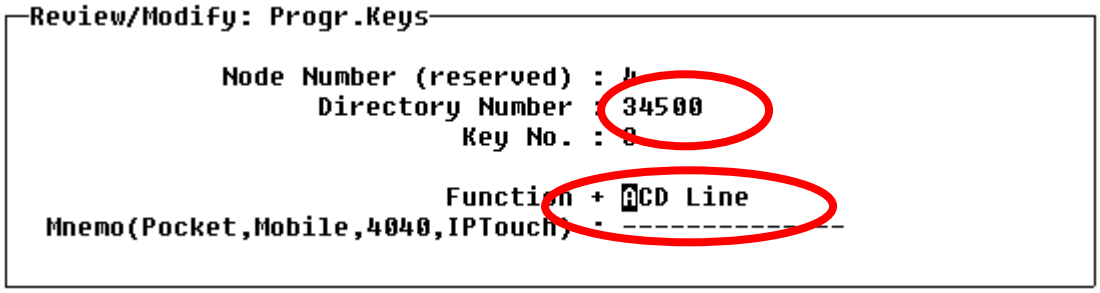
This management has to be done via “mgr” tool (impossible via the CCs)
Go to : “Users / Prog. Keys / Review/modify”



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- Create an ACD line key on the agent set 3X500

This management has to be done via "mgr" tool (impossible via the CCs)
Go to : "Users / Prog. Keys / Review/modify"



- Call the pilot 3X600; on which key will the call arrive on the agent 3X500 ?
 - ➔ the call arrives on the" ACD line" key

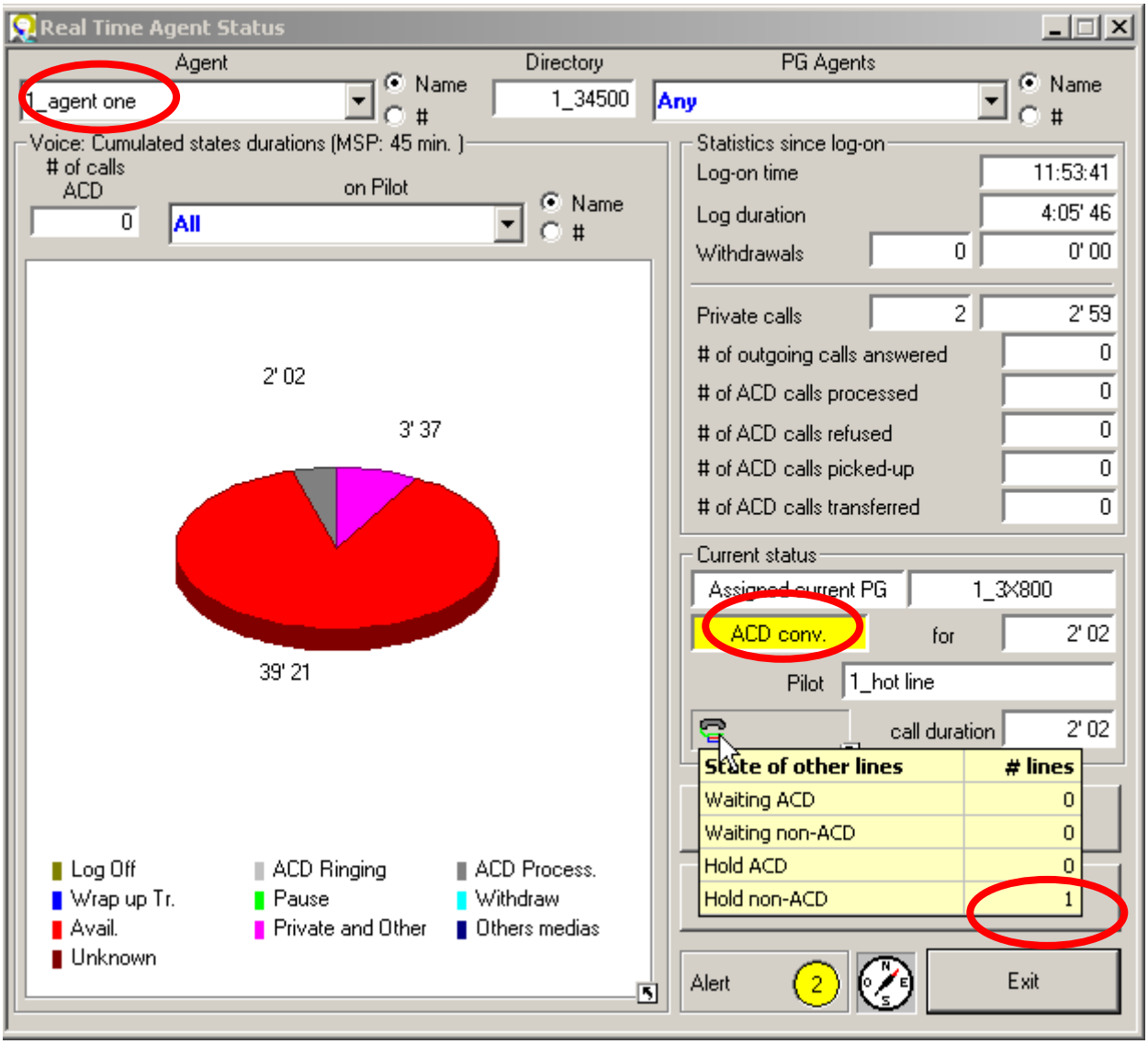
- How many CCd calls coming from the CCd matrix (from the pilot) is this agent able to receive at the same time ?
 - ➔Only 1 call

- Call the agent directly (this agent is still on line with the previous call, coming from the CCd matrix); on which key will the call arrive on the agent 3X500 ?
 - ➔ the call arrives on a "multi-line" key

Check the agent real time status in the CCs :

Go to "Real time / Agent" and check that :
- the agent is in "ACD conv" (call coming from the pilot)
- hold non-ACD = 1 (the direct agent call is on hold)

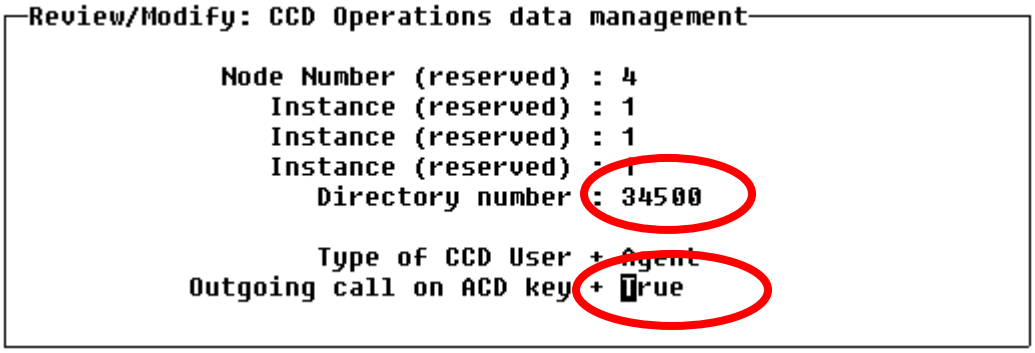
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- An outgoing call on the "ACD line" key will be possible: what is the right management ?

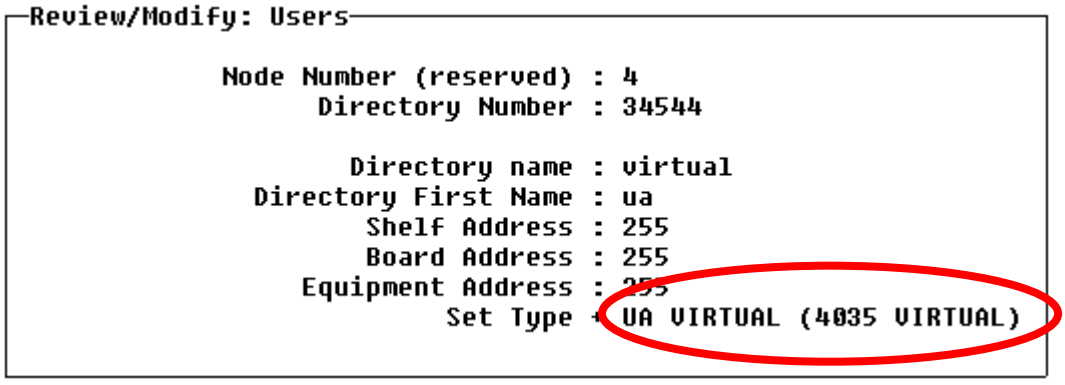
This management has to be done via "mgr" tool (impossible via the CCs)
Go to : "Applications / CCD / CCD users / CCD operators data management / Review/modify"

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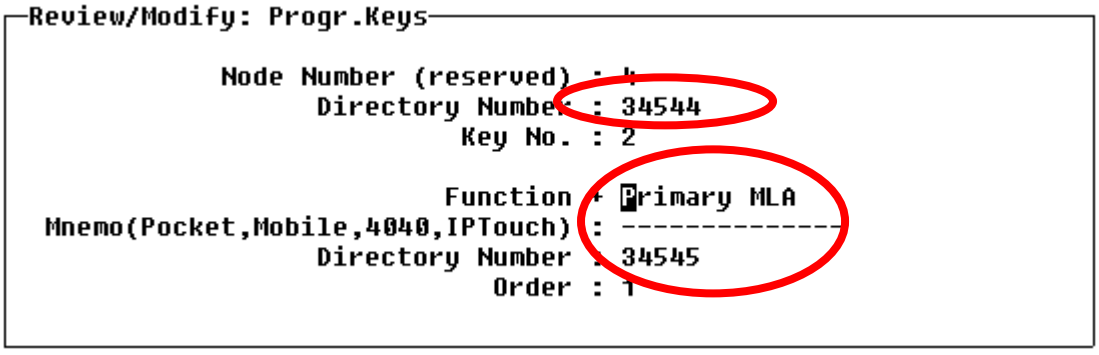


- MEA & MLA
 - Create a virtual set (3X454) with a Primary MLA key (3X455= MLA group directory number)

This management has to be done via "mgr" tool (impossible via the CCs)
Go to : "Users / Create"



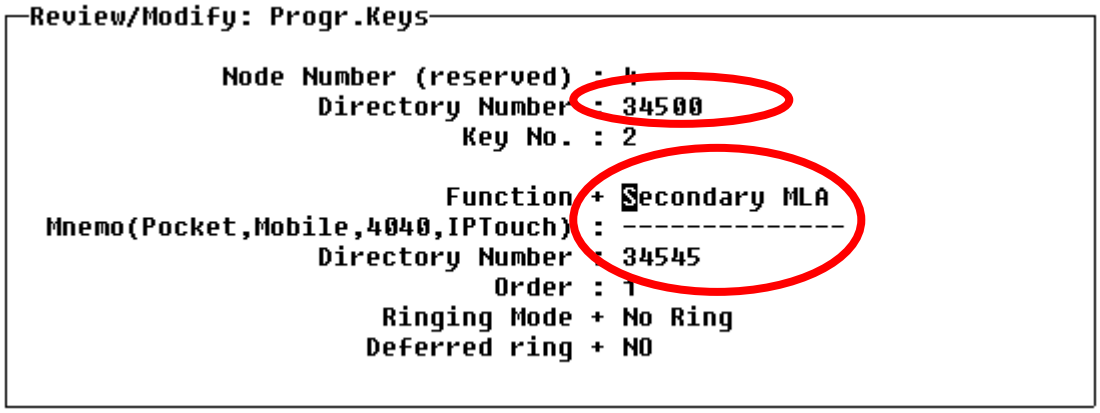
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- Create a secondary MLA key on the agent set 3X500 and on the agent set 3X501

This management has to be done via "mgr" tool (impossible via the CCs)
Go to : "Users / Prog. Keys / Review/modify"



Do the same management for the agent 3X501

- Call the number 3X455 and test MLA

NOTE :

You can use the ACD prefix to have the CCdistribution characteristics on analog or 4003 sets as follow:

N.B: the prefix 12 have to be dialed on the analog and the 4003 phone sets these type of set hasn't display to activate dynamic keys.

PREFIX	N°
Withdraw	12+1
Wrap up	12+2
Supervisor	12+3
Log off	12+5
Log on	12+6

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Alcatel OmniTouch Contact Center

CCd Direct Calls

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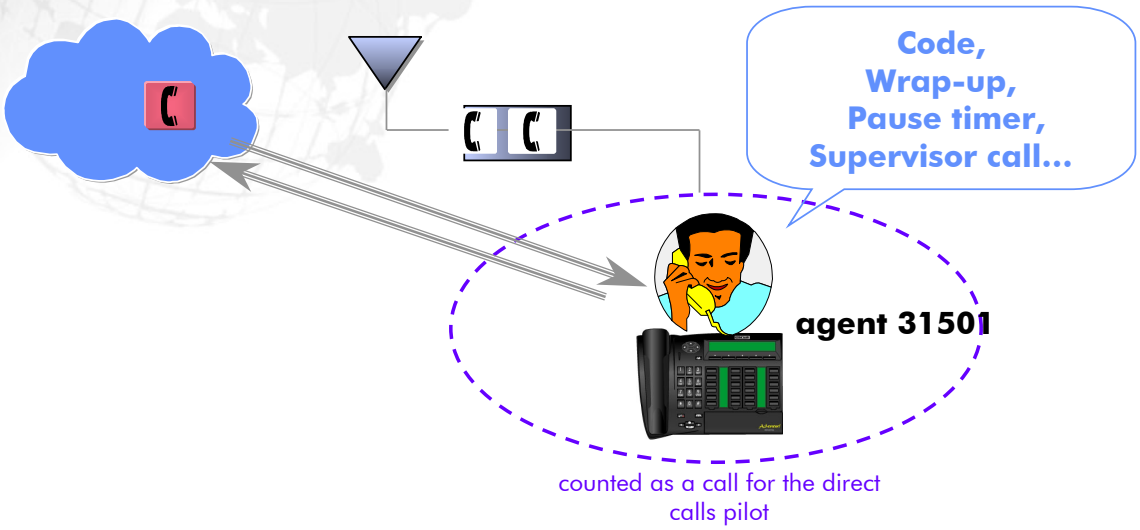
OBJECTIVE:

- Describe and manage the CCd direct calls features

- CCd direct call feature overview
 - The CCd direct call facility is used to assign CCd facilities (supervisor call, transaction code, wrap-up, pause, etc.) to all the external calls reaching the agent directory number
 - A second directory number is assigned to the agent and used by the latter for receiving private external calls only
 - In addition, the CCd outgoing call function is associated with the direct call facility. It is used to assign CCd facilities (supervisor call, transaction code, wrap-up, pause, etc.) to all the external calls sent by the agent. Outgoing calls are CCd type calls
 - All the CCd type calls are taken into account by the CCs supervision station statistics

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- CCd features assignment for :
 - Calls received via the agent number
 - Outgoing calls generated by the agent



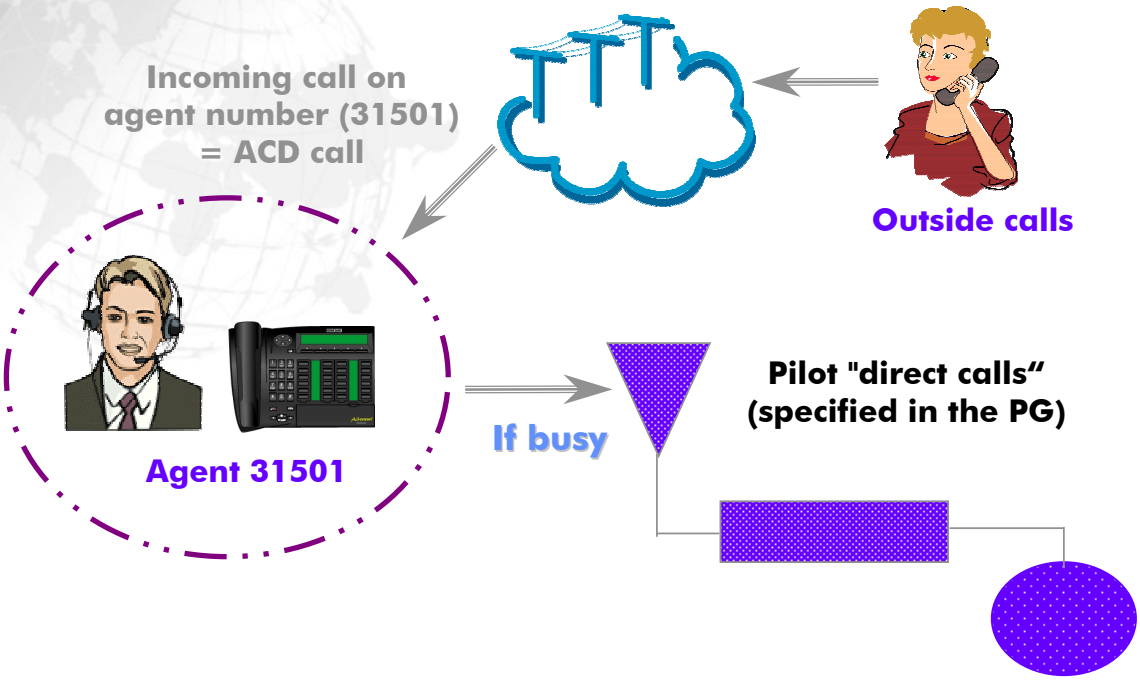
counted as a call for the direct calls pilot

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- CCd direct call facility implementation
 - Creation or modification of a pilot (called “Pilot direct call”) in order to specify the different CCd facilities (transaction code, automatic wrap-up, pause) and to define the distribution if the agent is not available
 - Complete the “Pilot direct call” parameter at the agent processing group level by indicating the pilot number used for this facility
 - Complete the Private agent number parameter in the agent data indicating an agent private directory number (personal set, authorized CCd set, virtual or agent set)
 - Management of this parameter conditions the type of call : CCd or private
 - Parameter not managed: only the calls that transit via Pilot/Queue/PG are CCd type calls, all the other external calls are private type calls
 - Private agent directory number = CCd agent directory number: all the external calls arriving on the agent set are CCd type calls
 - Private agent directory number different from the CCd agent directory number : all the external calls arriving on the CCd agent directory number are CCd type calls, all the external calls arriving on the private agent directory number are private type calls

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Direct incoming call on agent directory number principle



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Private calls principle

- A second directory number (called “private agent number”) is assigned to the agent in order to receive private calls from C.O (central office)
- The private number must belong to the numbering plan, and has to be declared in the “users” menu as:
 - A physical extension (business type)
 - A physical extension (pro-acd type)
 - A virtual extension
 - An agent extension
 - No distinction between private calls and ACD calls (all will be ACD call)

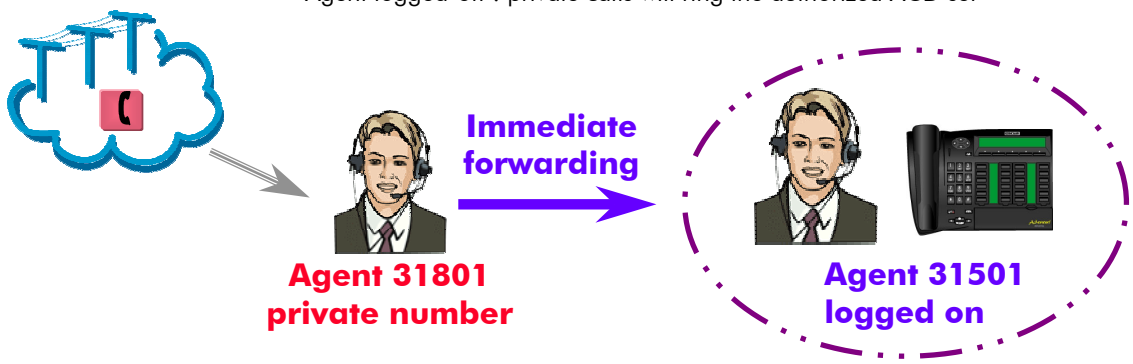


Agent number : 31501
Private number : 31801

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Private calls principle

- When the agent is log-on, this private agent number is automatically forwarded to the agent number
- When the agent is log-off, the forward to the agent number is automatically cancelled
 - Example given: Private number = Authorized ACD set
 - Agent logged-on : private calls will ring the agent set
 - Agent logged-off : private calls will ring the authorized ACD set



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If you call the agent and the private number is not set, the call will be a private call.

The immediate forwarding is:

- activated automatically at the agent log on
- deactivated at the agent log off

Distribution according to agent state

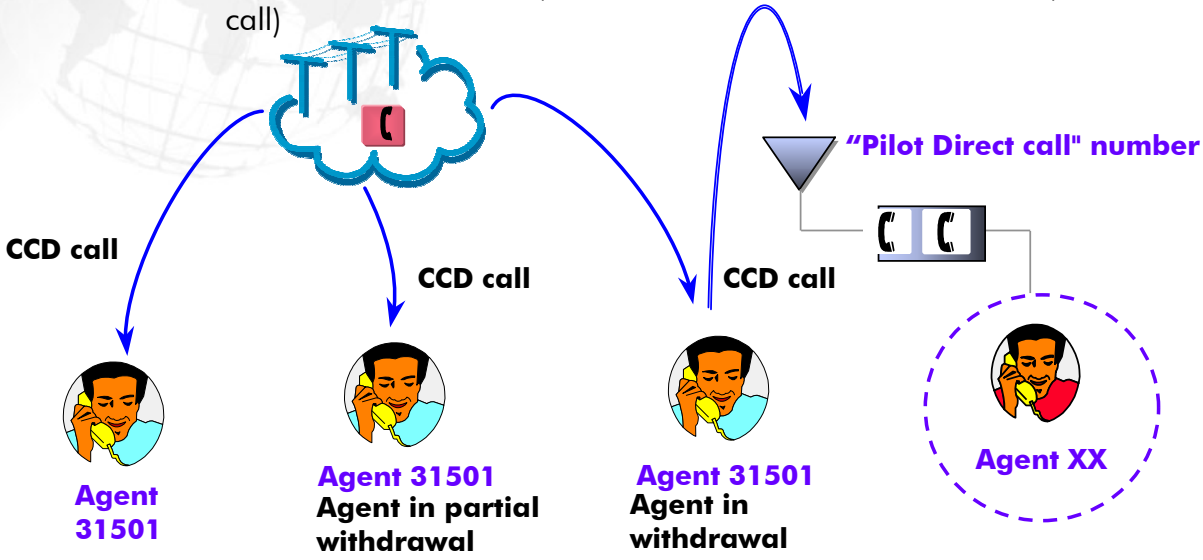
	Calls to agent number (eg: 31501)	***Calls to private number (eg: 31801)***
Agent free (logged into the PG)	ACD call	Private call
In conversation	Overflow to pilot direct calls (after a delay depending on access COS)	Overflow to entity (after delay depending on access C.O.S)
Entering code	Pilot Direct call (No delay)	Overflow to entity
On automatic or manual wrap-up	Pilot Direct call (No delay)	Overflow to entity
On pause	Pilot Direct call with Introduction VG	Private call
On withdrawal	Pilot Direct call with Introduction VG	Private call
On partial withdrawal	ACD call	Private call
Logged off	Extension out of service	Depending on private Extension type

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The partial withdrawal (management parameter) allows to call the agent directly (direct CCD calls) but doesn't accept the call via Pilot/Queue/PG.

Incoming direct ACD calls :

- On agent number (agent is free) ➔ CCD call
- On agent number (agent is in partial withdrawal) ➔ CCD call
- On agent number (agent is in withdrawal or busy : transaction code, wrap-up, in call, pause) ➔ overflow to “the pilot direct call” (CCD call)



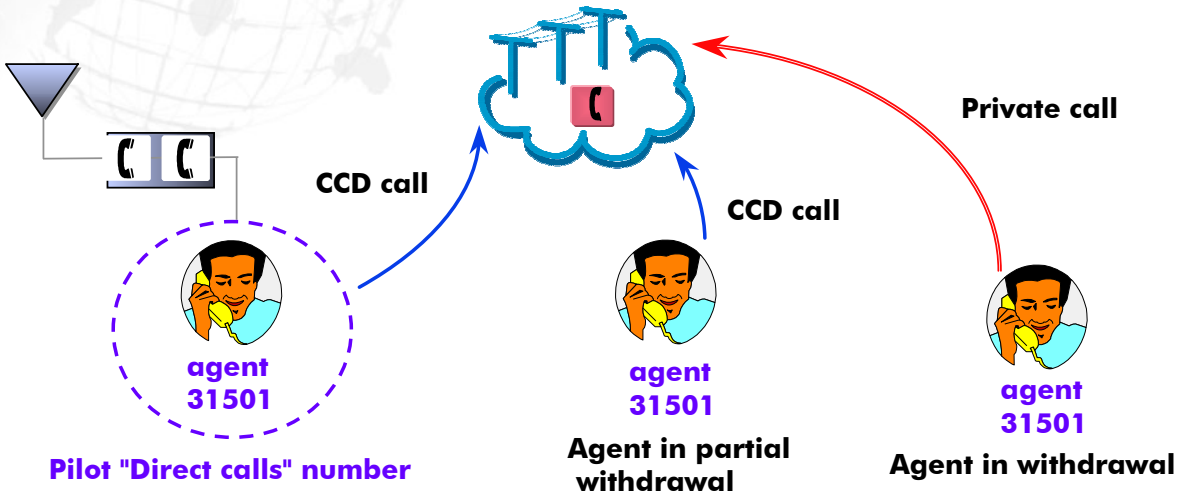
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The partial withdrawal is set inside of the Processing Group.
That allows while the agent is in withdrawal to receive or not direct CCD calls.

An agent **in withdrawal** cannot receive neither CCD direct calls nor distributed CCD calls
An agent **in partial withdrawal** cannot receive distributed CCD calls (coming from the pilots) but is able to receive CCD direct calls

Outgoing calls done by the agent :

- Agent is not in withdrawal ➔ CCD call
- Agent is in partial withdrawal ➔ CCD call
- Agent is in withdrawal ➔ Private call



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To make outgoing CCD call, you have to validate " **Outgoing ACD call**" inside of the processing group.

Facilities

- By using the [i] key (menu key)+ the “WhoAmI” dynamic key, you can check :
 - The agent number
 - The processing group in which the agent is logged on
 - The agent private number
- You can check the state of the private extension by using :
 - ACD prefix + 91 **OR**
 - The “private” dynamic key on the agent set display
 - Example : private number immediately forwarded to agent number when this one is logged on
- "Direct call“ is displayed on the agent set on ringing

AlcatelUniversity The smart connection
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The pilot name and the pilot number are those from the "direct calls" pilot.

- Declare users for the private extension
 - User/create
 - Directory number
 - Physical extension (Business or Authorized ACD or Agent or Virtual)
 - Address or extension without physical address (virtual)
- Create a new pilot (for direct calls)
 - /Application/CCD/pilot/create
 - Pilot name
 - Business or transaction code
 - Wrap-up timer
 - Pause timer
- Assign a private number to the agent
 - Applications/CCD/CCD users/CCD operations data management
 - <select an agent number>
 - Private agent number: enter a directory number

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The pilot creating is optional, we can use a pilot already created.

Authorized "Direct ACD calls" operations

Applications/CCD/processing group/review-modify

- Outgoing calls forbidden : True/False
- Pilot direct call : <pilot number>
- Outgoing ACD call : True/False
- Partial unavailable : True/False

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Outgoing calls forbidden :
YES: Agents who are "logged on" (assigned and available) in this PG cannot make outgoing calls.

Pilot Direct Call :
Directory number of the pilot used for direct calls on the agent sets ("CCD direct call" feature) and for o/g calls.

Outgoing CCD Call :
YES: the o/g calls are CCD calls.

Partial Unavailable :
YES: the agent in temporary unavailable state is authorised to receive direct CCD calls

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PROCEDURE
CCd direct calls

OBJECTIVE

- To learn how to manage the CCd direct calls feature

OVERVIEW

1. Direct CCd calls management

1.1 Assign a pilot to a processing group

Application	Expert tool	Tab	
Path	Applications /CCd /Processing group		
Action	Review/Modify		

Directory number:	
Name:	
Outgoing calls forbidden :	True / False
Pilot Direct Call:	Choose a pilot number (can not be a statistics pilot)
Outgoing ACD Call:	True / False
Partial Unavailable :	True / False

Note:

Outgoing calls forbidden
True: Agents who are "logged on" (assigned and available) cannot make outgoing calls.

Pilot Direct Call
Directory number of the pilot used for direct calls on the agents sets ("CCD direct call" feature) and for o/g calls.

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Outgoing CCD Call
True: the o/g calls are CCD calls.

Partial Unavailable
True: the agent in temporary unavailable state is authorised to receive direct CCD calls

1.2 Assign a private number for the agents

Application	Expert tool	Tab	
Path	Application/CCD/CCD users/ CCD Operations data management		
Action	Review/Modify		
Directory number: Private agent No.:	Direct ACD calls are working for this agent if there is a private number but this number could be the same number as the agent number.		

Note:

Private agent No.
The Private directory number of the agent is used for the direct calls. The management of this attribute activates the CCD direct call feature (it can be the directory number of BUSINESS set, of a ACD authorized set, of the CCD agent or a fictitious number, ***it cannot be*** *a directory number set of another agent)*

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HANDS-ON EXERCISES
Alcatel OmniTouch Contact Center

OBJECTIVE:

- Direct ACD calls
- Private calls

MANAGEMENT:

1. Call the agent 3X500 directly; pick up the call and hang up
 Can this agent use the wrap-up, the pause timer, the transaction code…?

2. Create the following configuration
 - The direct CCD calls on the agent 3X500 (logged on the processing group 3X800) will be routed to the pilot 3X601 if this agent is not available
 - The agent 3X500 will receive his private calls on his ACD authorized set number (3X000)

3. Call the agent 3X500 directly; pick up the call and hang up
 Can this agent use the wrap-up, the pause timer, the transaction code…?
 Where are managed these parameters (wrap-up, pause timer, transaction code)?

4. Call the agent 3X500 directly by dialing his private number (3X000)
 Pick up the call and hang up
 Can this agent use the wrap-up, the pause timer, the transaction code…?

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5. Direct calls

Fill the following table:	CCD call (3X500)	Private call (3X000)
Agent free (logged in the PG)		.
In conversation		
Agent is withdrawn		

6. How the agent knows he is receiving a direct call?

7. How is it possible to know the private number of an CCdistribution agent?

8. How could we see the status of the private set on the agent set?

9. How could we see the state of the set agent (Eg: Displaying the forwarding information)?

10. Do an external call by using the agent set
Is it a CCD call or a private call?

11. Put this agent in withdrawal (total)
Do an external call by using the agent set
Is it a CCD call or a private call?
Set up an incoming call on this agent; what happens?

12. Manage the "partial unavailable" parameter in the PG (3X800)
Put this agent in partial withdrawal
Do an external call by using the agent set
Is it a CCD call or a private call?
Set up an incoming call on this agent; what happens?

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HANDS-ON EXERCISES SOLUTIONS
Alcatel OmniTouch Contact Center

OBJECTIVE:

- Direct ACD calls
- Private calls

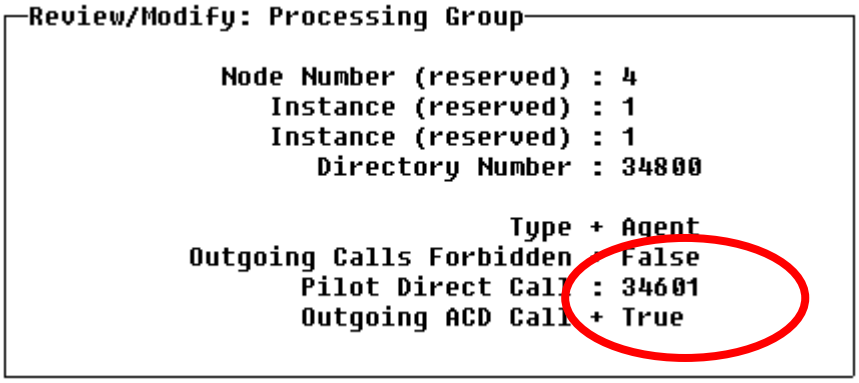
MANAGEMENT:

1. Call the agent 3X500 directly; pick up the call and hang up
 Can this agent use the wrap-up, the pause timer, the transaction code…?

 No, because CCD direct calls feature is not managed

2. Create the following configuration
 - The direct CCD calls on the agent 3X500 (logged on the processing group 3X800) will be routed to the pilot 3X601 if this agent is not available

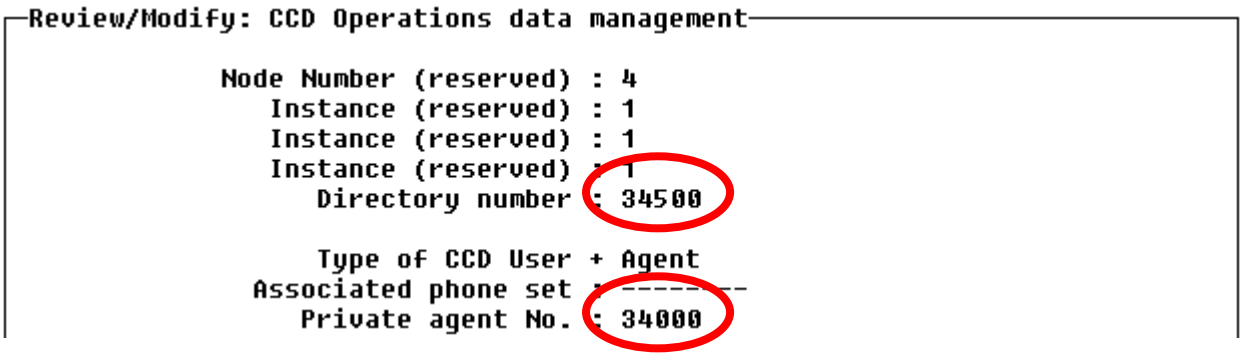
 From "mgr", go to : Applications / CCD / Processing group / Review/modify



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- The agent 3X500 will receive his private calls on his ACD authorized set number (3X000)

From “mgr”, go to : Applications / CCD / CCD users / CCD operations data management / Review/modify



3. Call the agent 3X500 directly; pick up the call and hang up

Can this agent use the wrap-up, the pause timer, the transaction code…?
YES

Where are managed these parameters (wrap-up, pause timer, transaction code)?
In the “pilot direct call” (go to Applications / CCD / pilot)

4. Call the agent 3X500 directly by dialing his private number (3X000)
Pick up the call and hang up
Can this agent use the wrap-up, the pause timer, the transaction code…?
No, it’s a private call

5. Direct calls

Fill the following table:	CCD call (3X500)	Private call (3X000)
Agent free (logged in the PG)	The set is ringing	The set is ringing
In conversation	Overflow toward the pilot direct call	Overflow toward the agent set entity
Agent is withdrawn	Overflow toward the pilot direct call	The set is ringing

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6. How the agent knows he is receiving a direct call?

 On the screen of the agent set the systems displays: Direct Call

7. How is it possible to know the private number of an CCdistribution agent?

 The agent pushes the key guide "i" and the key "WhoAmI"

8. How could we see the status of the private set on the agent set?

 By pressing the dynamic key <-> and key "Private" or dial the ACD prefix following by code 91

9. How could we see the state of the agent set (E.g.: Displaying the forwarding information)?

 By pressing the dynamic key <-> and the "AgInfo" key or by dialing the ACD prefix following by the 90

 Note: To do the test, forward your agent set (3X500) to an other set

10. Do an external call by using the agent set
 Is it a CCD call or a private call?
 It is a CCD call

11. Put this agent in withdrawal (total)
 Do an external call by using the agent set
 Is it a CCD call or a private call?
 It is a private call because partial withdrawal is not managed

 Set up an incoming call on this agent; what happens?
 The agent set is not rung, there is an overflow to the "pilot direct call"

12. Manage the "partial unavailable" parameter in the PG (3X800)

 From "mgr", go to : Applications / CCD / Processing group / Review/modify

```
Review/Modify: Processing Group

          Node Number (reserved) : 4
             Instance (reserved) : 1
             Instance (reserved) : 1
                Directory Number : 34800

           Partial Unavailable + True
```


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Put this agent in partial withdrawal
Do an external call by using the agent set
Is it a CCD call or a private call?
It is a CCD call because partial withdrawal is managed

Set up an incoming call on this agent; what happens?
The agent set is rung, there is no overflow to the "pilot direct call"

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Alcatel OmniTouch Contact Center

Predefined Statistic Reports

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OBJECTIVE:

- To know the possibilities of the statistics
- Describing the principle of the statistics
- To program the automatic editions Excel and to find the result files

Statistic files storage in the Alcatel OmniPCX enterprise

Which resources are observed ?

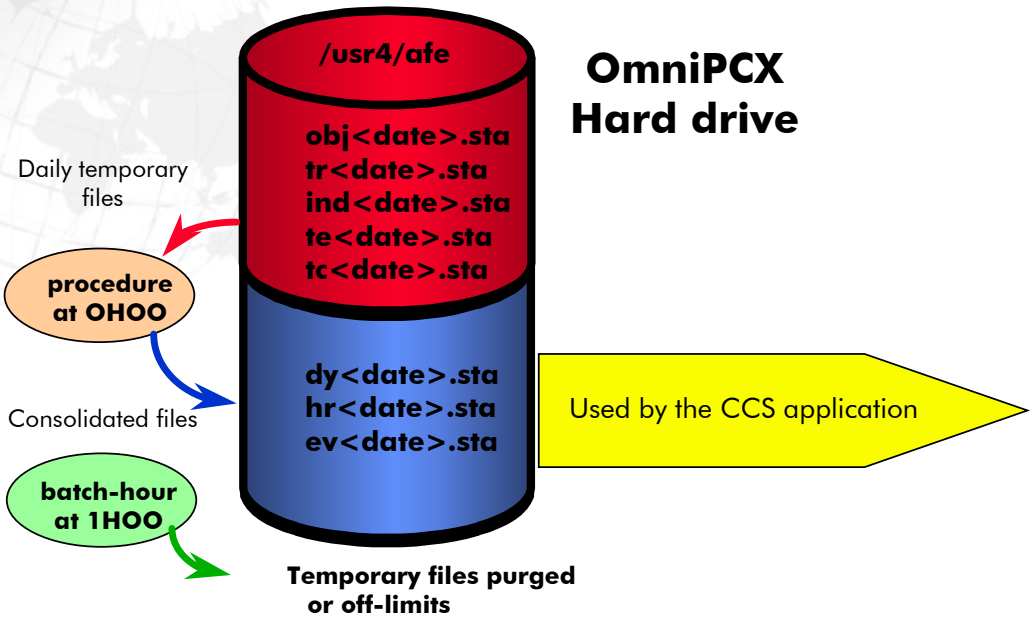
- The resources concerned from a statistics point of view are the CCD objects observed in real time and during the statistics processing period:
 - The trunk groups
 - The pilots
 - The agents and other processing groups
 - The agents …
- The transaction codes: the transaction codes and the business codes are the codes assigned to the clients. Only the business codes are used (coded on 3 digits and limited to 1000)

What are the observed periods ?

- The statistics are classified in two groups :
 - Short periods (1/4 hour to 1 hour)
 - Periods of one day
- Each group has a life duration that can be configured according to the storage capacity available and the information throughput generated by the system

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Statistic files generation principle



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Temporary files of the current day

- Each day, at midnight, 5 temporary files are created
 - obj<date>.sta
 - tr<date>.sta
 - ind<date>.sta
 - te<date>.sta
 - tc<date>.sta
- They are kept 24 H
- After 24 H, they are emptied, concatenated and induce the consolidated files creation: « .sta » (dy,hr,ev)
- Then, they are deleted

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The statistic files

- Are located in the "/DHS3dyn/afe" repertory directory
- Are created one file per day and per type
- Several types of statistics file are available :
 - « hr yymmdd.sta » files, with a granularity of ¼ H, ½ H or 1 H . These detailed files are kept 5 weeks per default
 - « dy yymmdd.sta » and « ev yymmdd.sta » files with a granularity of one day. These files are kept 12 months per default
 - « dy yymmdd.sta » contains the objects statistics
 - « ev yymmdd.sta » contains the change in state of the objects subject to statistics (logon/logoff, withdrawal/assign agents, open/close processing groups)

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Files name	Granularity	File « life duration »
hr<date>.sta	1/4 H... 1H	5 weeks
dydate>.sta ev<date>.sta	1 day	1 year

Statistics (EXCEL via CCsupervision)

- It' s possible to create statistic reports concerning the CCd objects
 - Complete predefined data on pilot, processing group, agent, code, trunks….
 - All parameters available in statistic reports are explained in the HELP file, located in :
 - C:/ Program Files / Alcatel / A4400 Call center supervisor / "language" / Excel / Doc (Stat_lang.pdf)
- These reports can be generated manually or automatically

OmniPCX Enterprise



EXCEL Spreadsheet: predefined data

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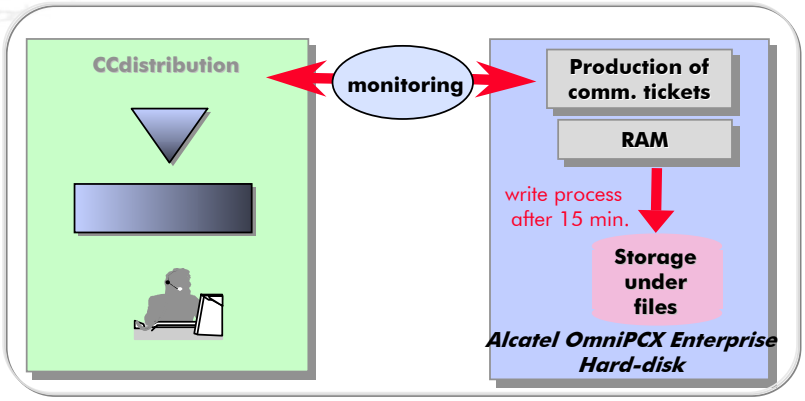
Communication tickets

Generated

- At the end of communication by agent (on CCd or private call)
- On abandons, on rerouting, on overflow

Contain an historic of the communications

- Pilot, queue, group used
- Duration of waiting, ringing, conversation, wrap-up, pause.....



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Example of comm. Tickets

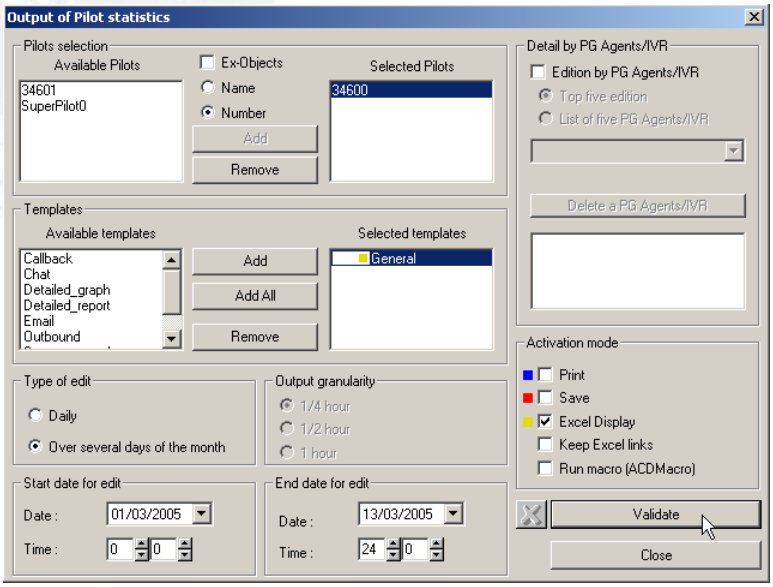
N°	Type	Field	Meaning
1	long	ticket_ref	Unique communication record identifier
2	long	parent_ticket_ref	Pointer on the parent communication record (if exists in case of chained calls)
3	long	child_ticket_ref	Pointer on the child communication record (if exists in case of chained calls)
4	long	beginning_date	Date of the comm. record creation event (I/C call, transfer, etc...)
5	long	end_date	Date of the comm. record closing event. (end of pause, transfer, ...)
6	short	trunk_group	trunk used (ACD call or private)
7	short	pilot_number	Pilot called (ACD call only)
8	short	reception_group	Queue used
9	short	processing_group	Processing group used
10	short	dest_agent	1st agent selected to handle the call by the distribution
11	short	answering_agent	Agent that served the call
12	short	previous_waiting_time	call waiting before IVR connection on the parent comm.record
13	short	waiting_time	Real waiting time in queue
14	short	ivr_waiting_time	connection to the ivr port (ivr in queue) / value -1 :conn. refused
15	short	ringing_time1	Total ringing time of agent(s)
16	short	ringing_time2	Ringing time on the agent that served the call
17	short	talking_time	Conversation time
18	short	call_on_hold_time	on hold time

N°	Type	Field	Meaning
19,21,23	short	enquiry_dest$_i$	3 first second call destination ($_i$= 1, 2 or 3)
20,22,24	short	enquiry_time$_i$	duration of 3 first second call destination ($_i$= 1, 2 or 3)
25	short	transfer_dest	Transfered destination
26	short	transaction_time	Time to type the transaction code
27	char[15]	transaction_code	Transaction code (15 digits)
28	char	intro_guide_time	greeting guide duration
29	long	comm_release_date	Date of the end of conversation (call release or transfer to another pilot)
30	short	wrap_up_time	Wrap-up duration
31	short	wrap_up_activ_number	Number of manual wrap-up session requested on pause
32	short	pause_time	Pause duration
33	short	help	Type of help value (none,accepted&listen,acc.&conf.,rejected,cancelled)
34	short	voice_guide_type	last voice guide heart by the caller
35	char	pilot_state	pilot status when the call was submitted to its call routing rule
36	char	rec_by_mutual_aid	if received by matual-aid
37	long	IVR_ticket_ref	IVR provided call [statistics] record/ISDN NDS
38	char[8]	initial_number_called	the directory number dialled by the caller, before any DDI translation
39	byte	Creat_cause	Cause of ticket creation (32 types of cause)
40	byte	End_cause	Cause of ticket closure (33 types of cause)
41	short	Record_time	conversation record duration on voice mail

Manual edition windows

Statistics / Excel /

- Pilot
- Agent
- Processing group…



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The check box «edition by PG agent» is used to get more information in the general template.

If this box is not checked, no value will be put in the tables used for the breakdown per PG in the general template.

- Types of editions of manual Excel statistics
 - The type of output can be "Daily" or "Over several days of the month". In the last case, it is a period between 1 and 31 consecutive days
- Start date & end date of Excel manual statistics editions
 - These are the dates from which the edit takes place and when it terminates. The time format is HH MM, with an accuracy of 1/4 hour
 - In the case of statistics over several days, the begin and end hour apply to each day
 - E.G : From January 1 8:00 to January 2 18:00 generates two lines, January 1 8:00 -> 18:00 and January 2 8:00 -> 18:00, excluding so the 18:00 to 8:00 time slice between the two days

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- Output granularity of Excel statistics
 - The granularity is the resolution with which the output is processed. Three choices are possible: “1/4 hour", "1/2 hour" and "1 hour". In the case of output on several days, the granularity is equal to one day
- Activation modes of Excel manual statistics
 - “Print” : Printing is carried out on the default printer defined in Windows
 - “Save” : Saving of the statistics in an Excel file. This file is located by default in the last directory used, but the target can be modified by the user via the dialogue box
 - “Excel Display”: Reports displayed on screen using “TEMP.xls” Excel file

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Available templates

- General
 - This template is present for all the available objects (pilot, agent…) and contain all the object available statistics.
- Detailed report
 - This is a customized template, present for only some objects, which contains the most often used statistics counters, day per day.
- Detailed graph
 - Graph that give the calls breakdown, day per day
- Summary report
 - This template is not available for all objects and contains global (not day per day) short information (an object per line)
- Summary graph
 - This graph show the global activity (not day per day) of several objects

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Automatic edition windows

- The precompiled statistics are used to provide an automatic edition of the statistics.
- This edition can be done every day, every week or every month.
- After the statistic edition, the system creates a backup folder under directory, with a name attached to the object :
 - C:\ program files \ alcatel \ A4400 call center supervisor \ Excel \
 \ daily
 \ weekly
 \ monthly

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If you configure an automatic edition of statistics for 15 agents, you will get 15 excel files!!
The principle is the same for the other CCdistribution objects.

Therefore if a global view of the activity is needed with a detail per object in the same file, a list of pilots or agents has to be created

But if we want to get in the same file, the statistics of several objects in one object, a superobject has to be created.
Possibility to create some super-objects that will add the values of several same objects on a template.
To do this you must select the super-object that you'll find in the available object list when you make a statistic request through the CCs, this object will be create in config ->super-object.

Super-objects available: Pilot, PG agent and PG others.
Maximum of 10 objects for a super-object.

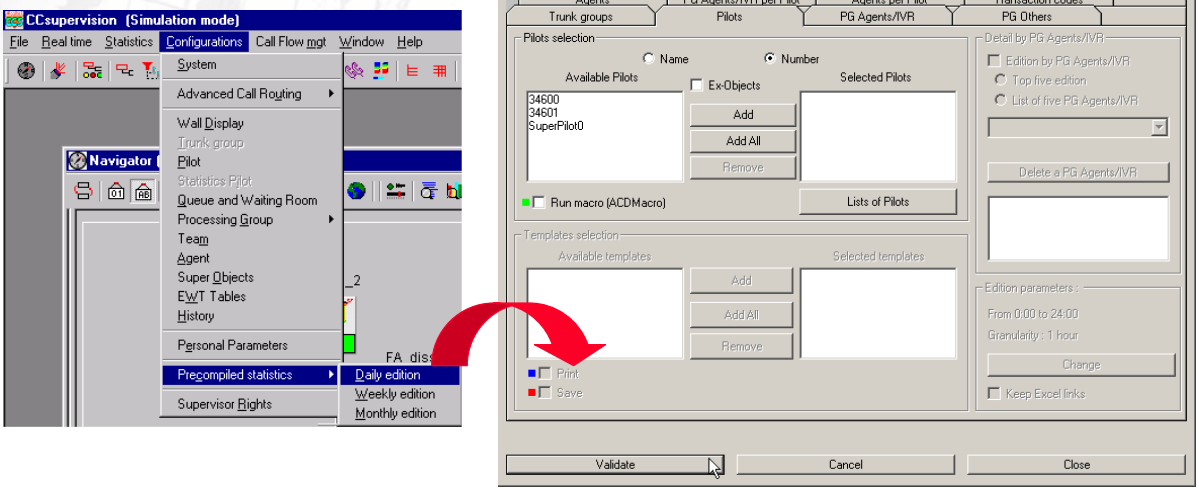
Option in the CCs

- Do not display the lines without values: only for the beginning and the end.
- No edition made if there isn't any values: a message will indicate that there is no values for the edition period.

To manage an automatic edition:

Configuration \ Precompiled statistics

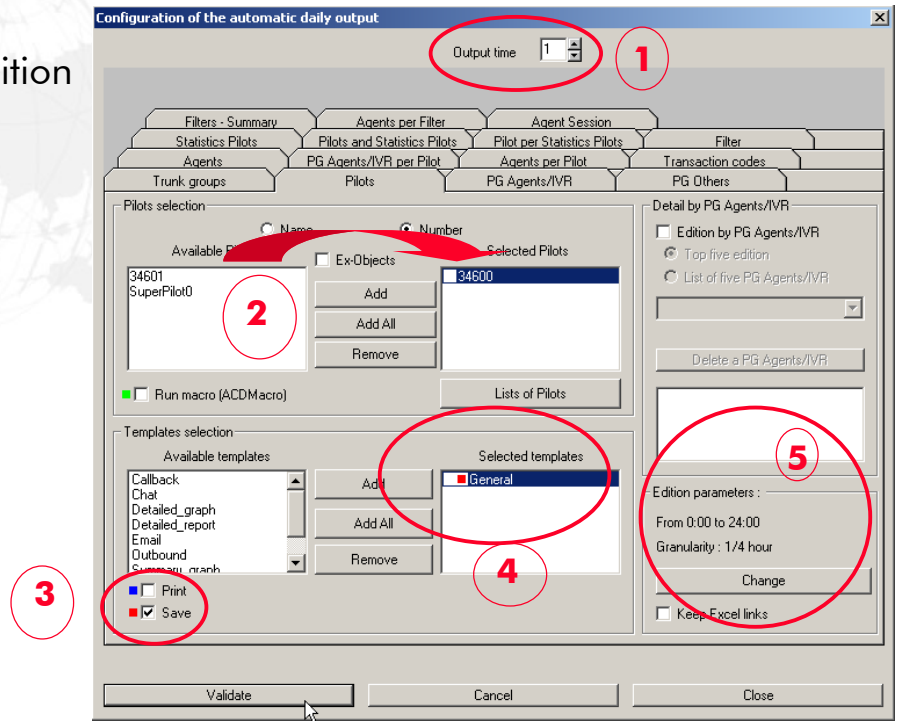
- Daily
- monthly
- weekly



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Management of the different edition parameters

Daily edition

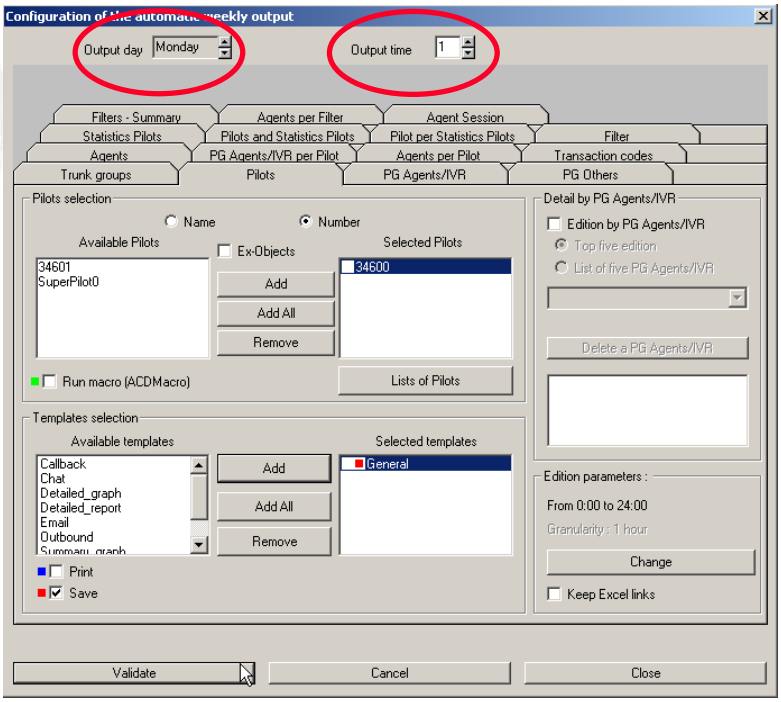


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1 - Select the output time
2 - Select the pilot or the pilots
3 - Select if you want to print or or save your edition, or both
4 - Select the templates you want to used
5 - Select your granularity

Management of the different edition parameters

Weekly edition

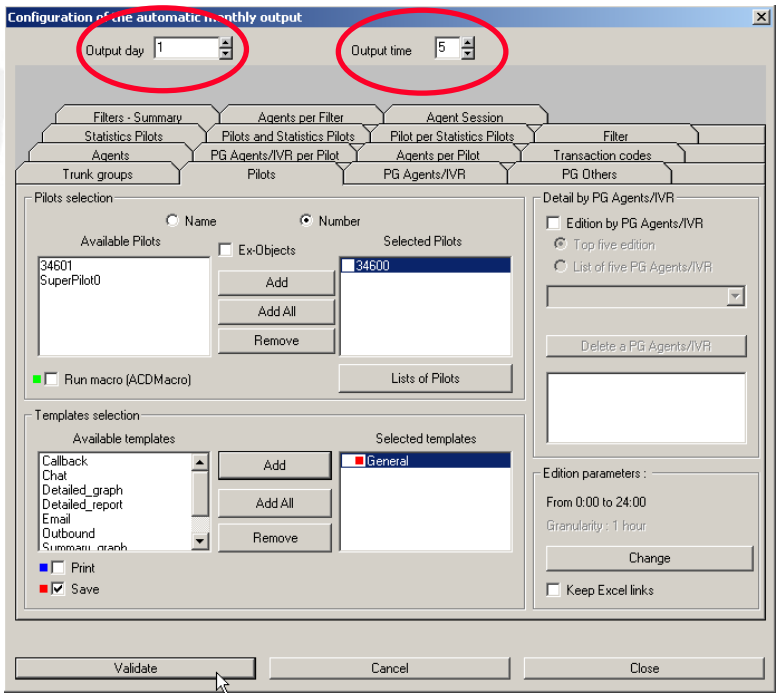


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Same window and same procedure than for the daily edition, the only difference is that you need to select an output day.

Management of the different edition parameters

Monthly edition

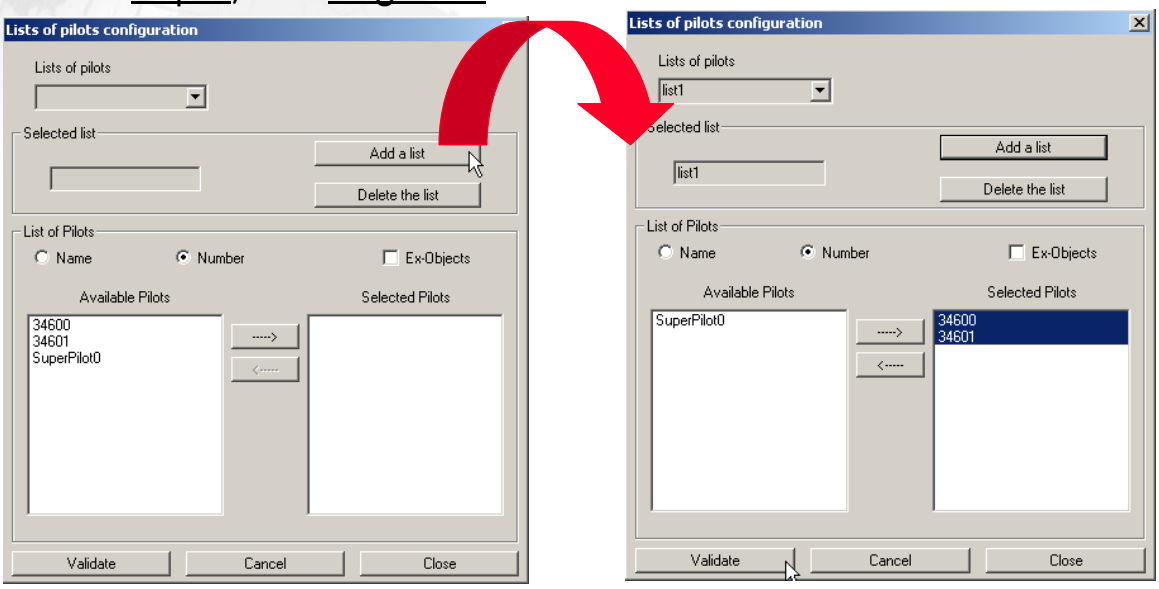


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Same management than for the daily edition, output day more to manage.

Possibility to create a list of object

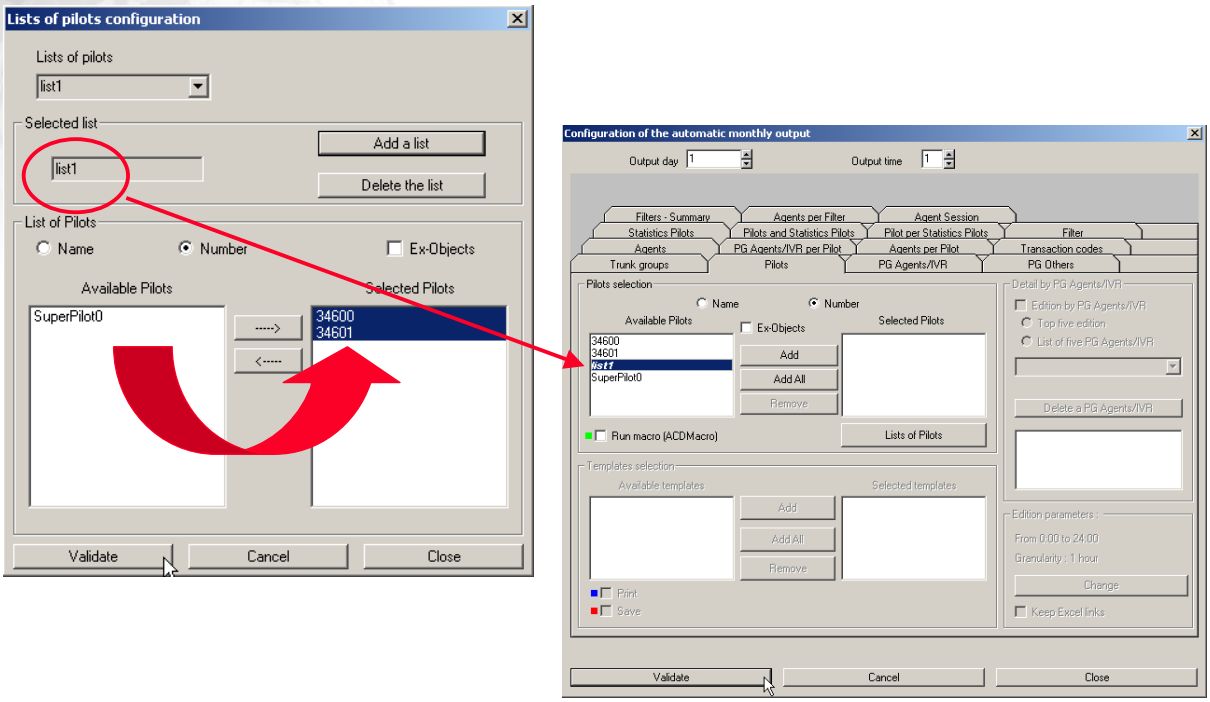
- Provides a global view of the activity, with a detail per object, in a single file



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First you add a list, you give a name to the list, and you press the **ENTER** key.
The pilot list is available only after this operation.

Creation of a list (continuation)



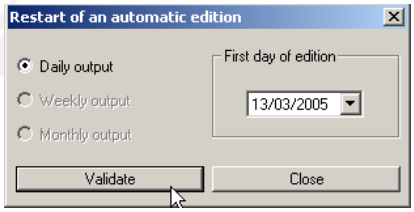
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After the creation of this list, you can find it in the available object for the request.

This list can be used in an automatic request, and also in a manual request.

Automatic edition restart

- Allows the manual re-launch of the edition of a daily, weekly or monthly statistics Excel report
- From CCs : “Statistics” / “Excel” / “Automatic edition restart”



- When a request has been made you find the result in:
 - C:\ program files\ alcatel \ call center supervisor \ excel
 \daily
 \weekly
 \monthly

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PROCEDURE
Predefined Statistic Reports

OBJECTIVE

- To learn how to create statistic reports

OVERVIEW

1. Statistics edition with CCsupervision software

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1.1 Manual request

Application	CCsupervision	Tab	
Path	Statistics \ Excel		
Action	Selection		
Available pilots Activation mode Print Save Excel display Keep excel links Run Macro (ACDMacro) Available templates General Type of edit Daily Over several days of the month Output granularity ¼ hour ½ hour 1 hour start date for edit end date for edit edition by pg top 5 edition list of 5 pg agent/ivr delete a pg agent/ivr	Choose an object for a statistic edition (e.g: a pilot) Choose the pilot on which you want to get some statistics Add If you want to add several pilots in "selected pilots", you need to check in window / customize /statistics, the max number of objects contains in excel form(max: 25 objects). Tick the activation mode you wanted to You can tick several mode simultaneously Choice of the general template Add The "general" template appears in the column selected templates. You can add several templates simultaneously . Only available if you make a daily edition Only available if you make an edition on several days of the month Tick this parameters to get a detail of the statistics according to the pg 5 best Pg for the pilot. The selection will be made automatically by the system you select the Pg that you want to display enable to delete a Pg from the list if you choose a list of 5 Pg agent/ovr		

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1.2 Automatic request

Application	CCsupervision	Tab	
Path	Configuration \ precompiled statistics \ Daily		
Action	Selection		
Daily edition Output time Available pilots Run Macro (ACDMacro) Print Save Available templates General Type of edit Daily Over several days of the month Output granularity ¼ hour ½ hour 1 hour Start date for edit End date for edit Edition by pg top 5 edition list of 5 pg agent/ivr delete a pg agent/ivr	Launching time of the statistics request Choose an object for a statistic edition (e.g.: a pilot) Choose the pilot on which you want to get some statistics Add If you want to add several pilots in “selected pilots”, you need to check in window / customize /statistics, the max number of objects contains in excel form(max: 25 objects). If you need to launch a macro for the statistic edition You can save or print the statistics results Choice of the general template Add The “general” template appears in the column selected templates. You can add several templates simultaneously . Only available if you make a daily edition Only available if you make an edition on several days of the month Tick this parameters to get a detail of the statistics according to the pg 5 best Pg for the pilot. The selection will be made automatically by the system you select the Pg that you want to display enable to delete a Pg from the list if you choose a list of 5 Pg agent/ivr		

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Application	CCsupervision	Tab	
Path	Configuration \ precompiled statistics \ Weekly		
Action	Selection		
Weekly edition Output day Output time Available pilots Run Macro (ACDMacro) Print Save Available templates General Type of edit Daily Over several days of the month Output granularity ¼ hour ½ hour 1 hour start date for edit end date for edit edition by pg top 5 edition list of 5 pg agent/ivr delete a pg agent/ivr	 Launching day of the statistics request Choose an object for a statistic edition (e.g: a pilot) Choose the pilot on which you want to get some statistics Add If you want to add several pilots in “selected pilots”, you need to check in window / customize /statistics, the max number of objects contains in excel form(max: 25 objects). If you need to launch a macro for the statistic edition You can save or print the statistics results Choice of the general template Add The “general” template appears in the column selected templates. You can add several templates simultaneously . Only available if you make a daily edition Only available if you make an edition on several days of the month Tick this parameters to get a detail of the statistics according to the pg 5 best Pg for the pilot. The selection will be made automatically by the system you select the Pg that you want to display enable to delete a Pg from the list if you choose a list of 5 Pg agent/ivr		

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Application	CCsupervision	Tab	
Path	Configuration \ precompiled statistics \ Monthly		
Action	Selection		

Monthly edition	
Output day	Launching day of the statistics request
Output time	Launching time of the statistics request
Available pilots	Choose an object for a statistic edition (e.g: a pilot) Choose the pilot on which you want to get some statistics Add If you want to add several pilots in “selected pilots”, you need to check in window / customize /statistics, the max number of objects contains in excel form (max: 25 objects).
Run Macro (ACD Macro)	If you need to launch a macro for the statistic edition
Print Save	You can save or print the statistics results
Available templates General	Choice of the general template Add The “general” template appears in the column selected templates. You can add several templates simultaneously .
Type of edit Daily Over several days of the month	Only available if you make a daily edition Only available if you make an edition on several days of the month
Output granularity ¼ hour ½ hour 1 hour	Tick this parameters to get a detail of the statistics according to the pg
start date for edit end date for edit	
edition by pg	5 best Pg for the pilot. The selection will be made automatically by the system
top 5 edition	you select the Pg that you want to display
list of 5 pg agent/ivr delete a pg agent/ivr	enable to delete a Pg from the list if you choose a list of 5 Pg agent/ivr

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HANDS-ON EXERCISES
Alcatel OmniTouch Contact Center

OBJECTIVE:

- Save and visualize the statistics with Excel (manual edition)
- To program the statistics

MANAGEMENT:

1. Statistic Reports manual edition

 1.1. Visualize the statistics with Excel, and use different templates (general, detailed graph, summary report…)

 - Pilot (3X600)
 - Agent Processing group (3X800)
 - Agent (3X500)

 1.2. Save the Excel statistics in a file

2. Statistic Reports automatic edition

 2.1. Manage a daily edition on agent 3X500 with the "Detailed_report" template

 2.2. Create a list of objects with pilot 3X600, 3X601 and edit the daily statistics with the "Summary_graph" template

 Where will be stored this report ?

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HANDS-ON EXERCISES SOLUTIONS
Alcatel OmniTouch Contact Center

OBJECTIVE:

- Save and visualize the statistics with Excel (manual edition)
- To program the statistics

MANAGEMENT:

1. Statistic Reports manual edition

 1.1 Visualize the statistics with Excel, and use different templates (general, detailed graph, summary report…)

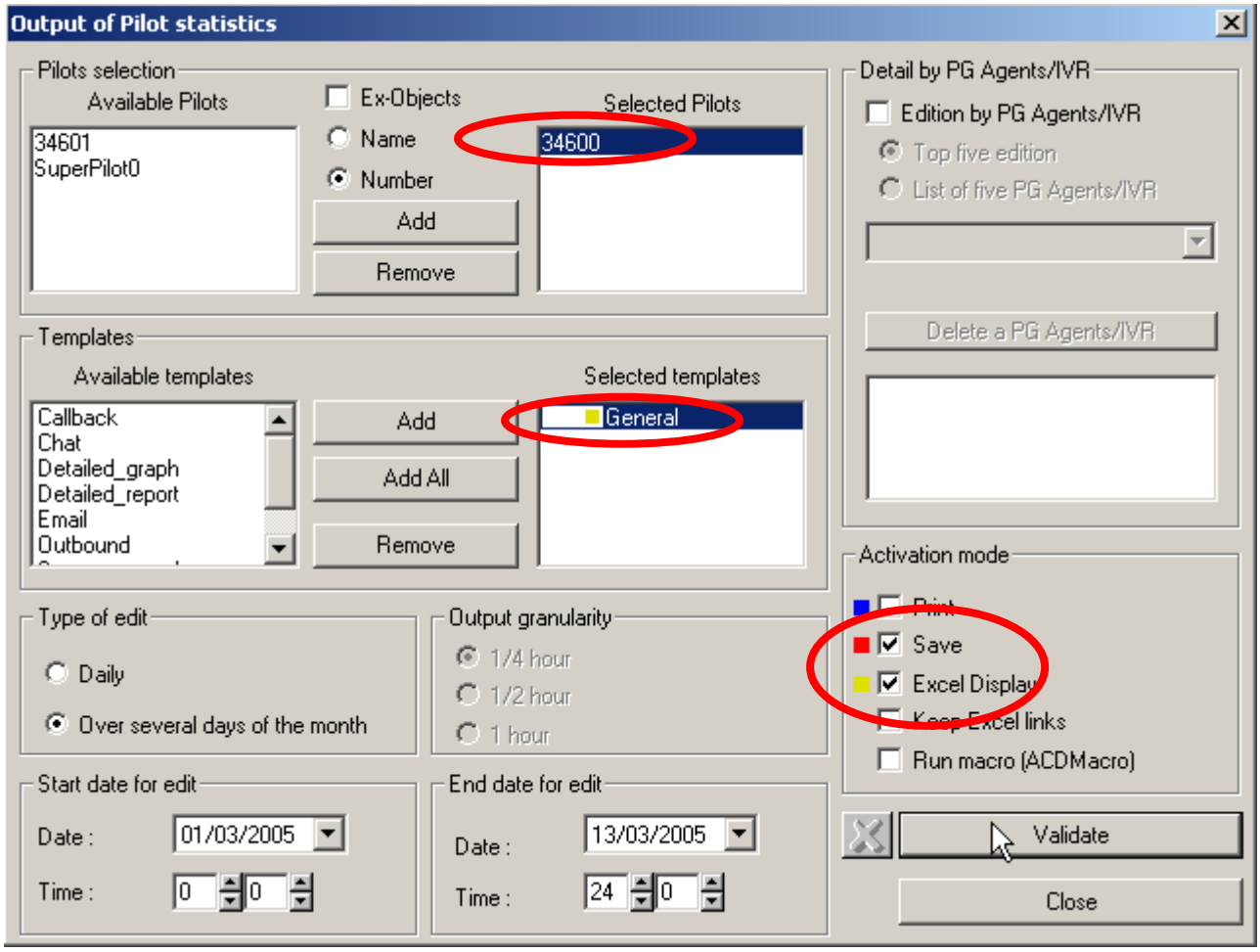
 - Pilot (3X600)
 - Agent Processing group (3X800)
 - Agent (3X500)

 1.2 Save the Excel statistics in a file

From CCs, go to : Statistics / Excel / pilot (e.g for pilot 3X600)

Use the same procedure for the agent PG and for the agent

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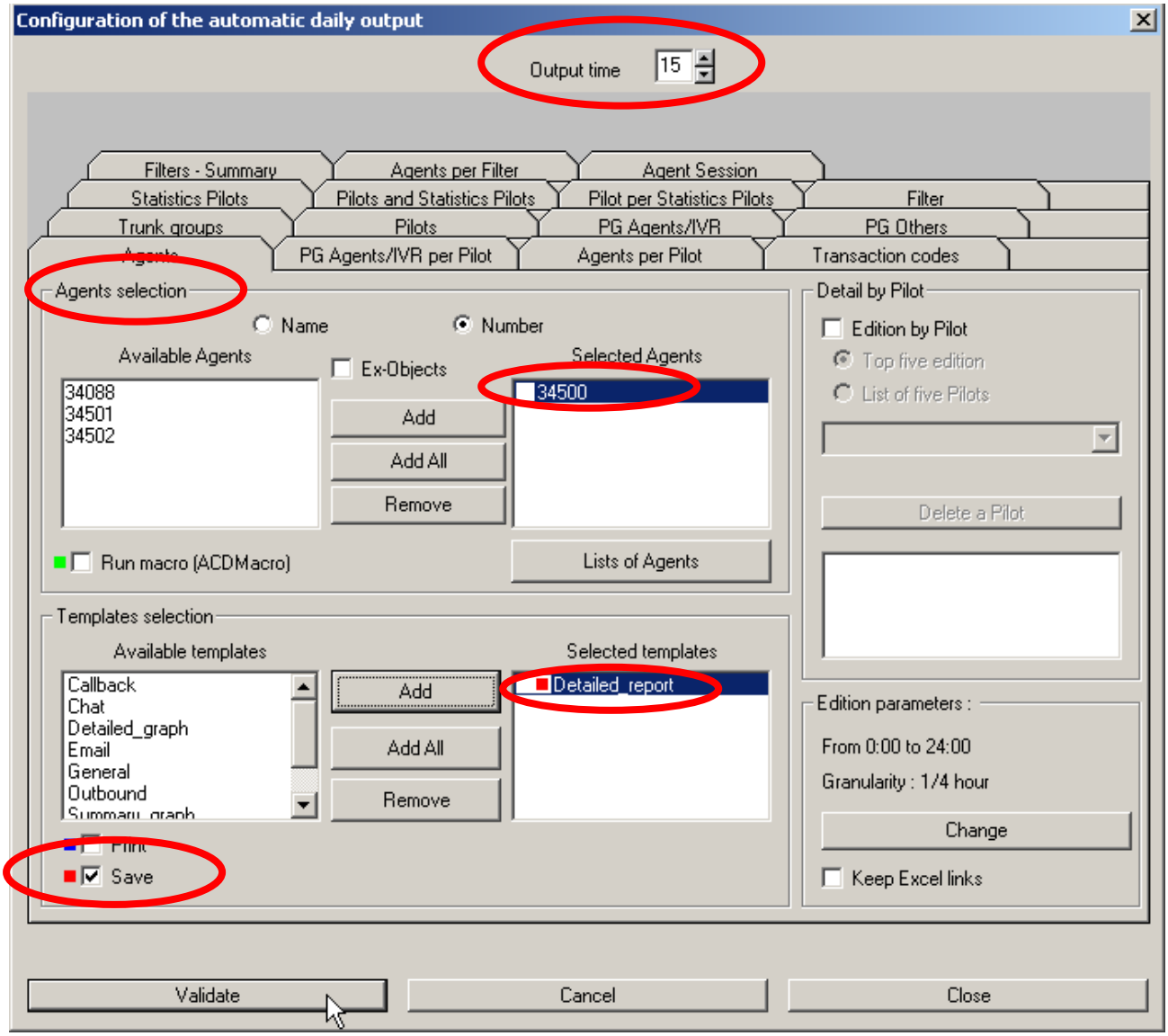


2. Statistic Reports automatic edition

2.1 Manage a daily edition on agent 3X500 with the “Detailed_report” template

From CCs, go to : Configurations / Precompiled statistics / Daily edition

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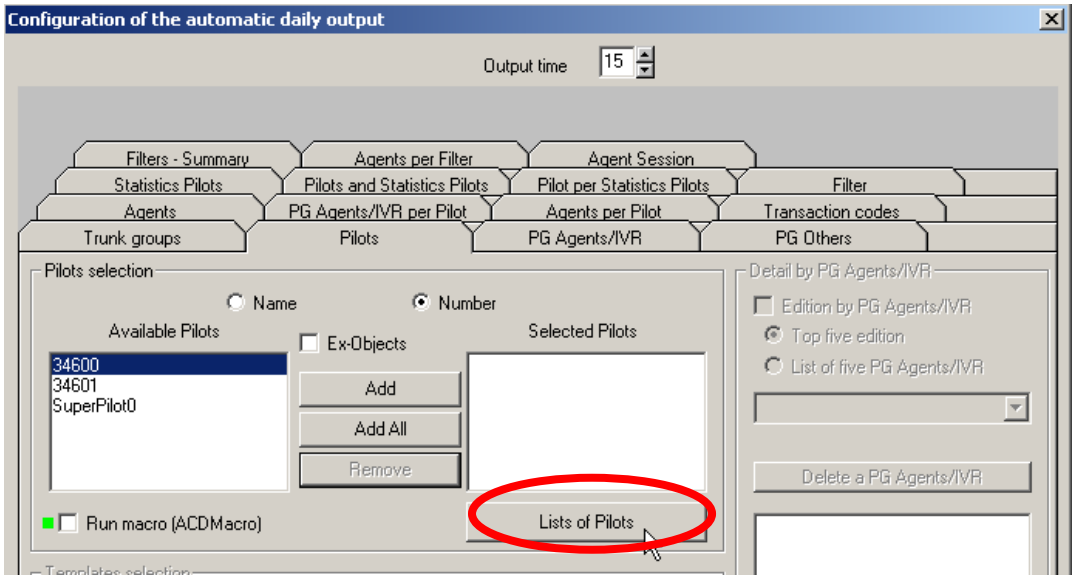


2.2 Create a list of objects with pilot 3X600, 3X601 and edit the daily statistics with the "Summary_graph" template

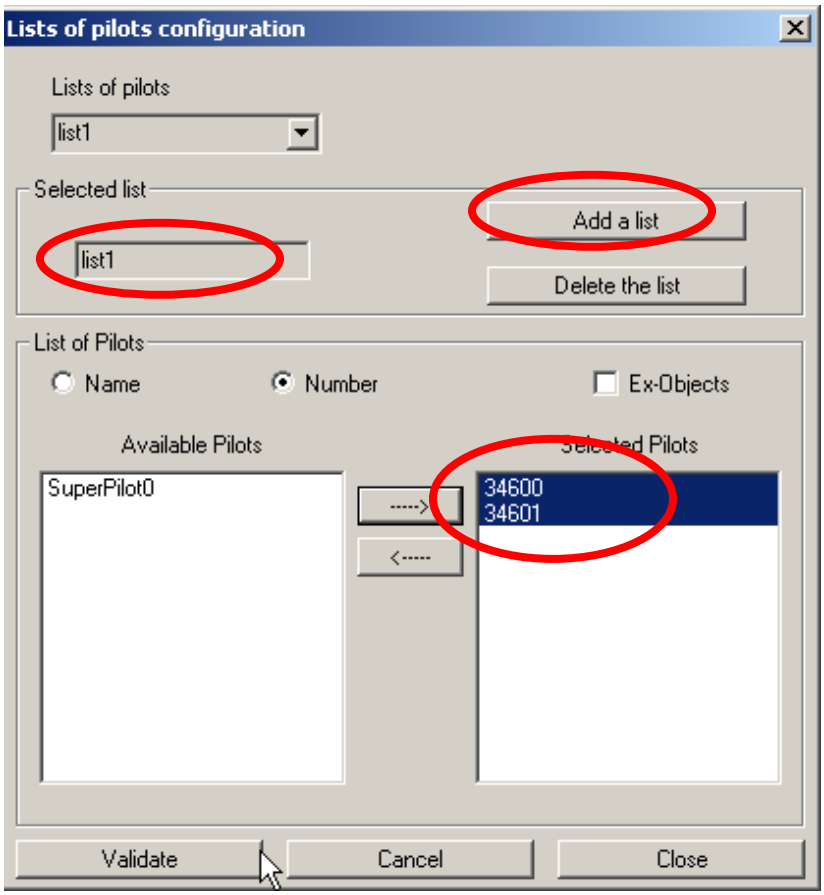
From CCs, go to : Configurations / Precompiled statistics / Daily edition

Select the "lists of pilots" button

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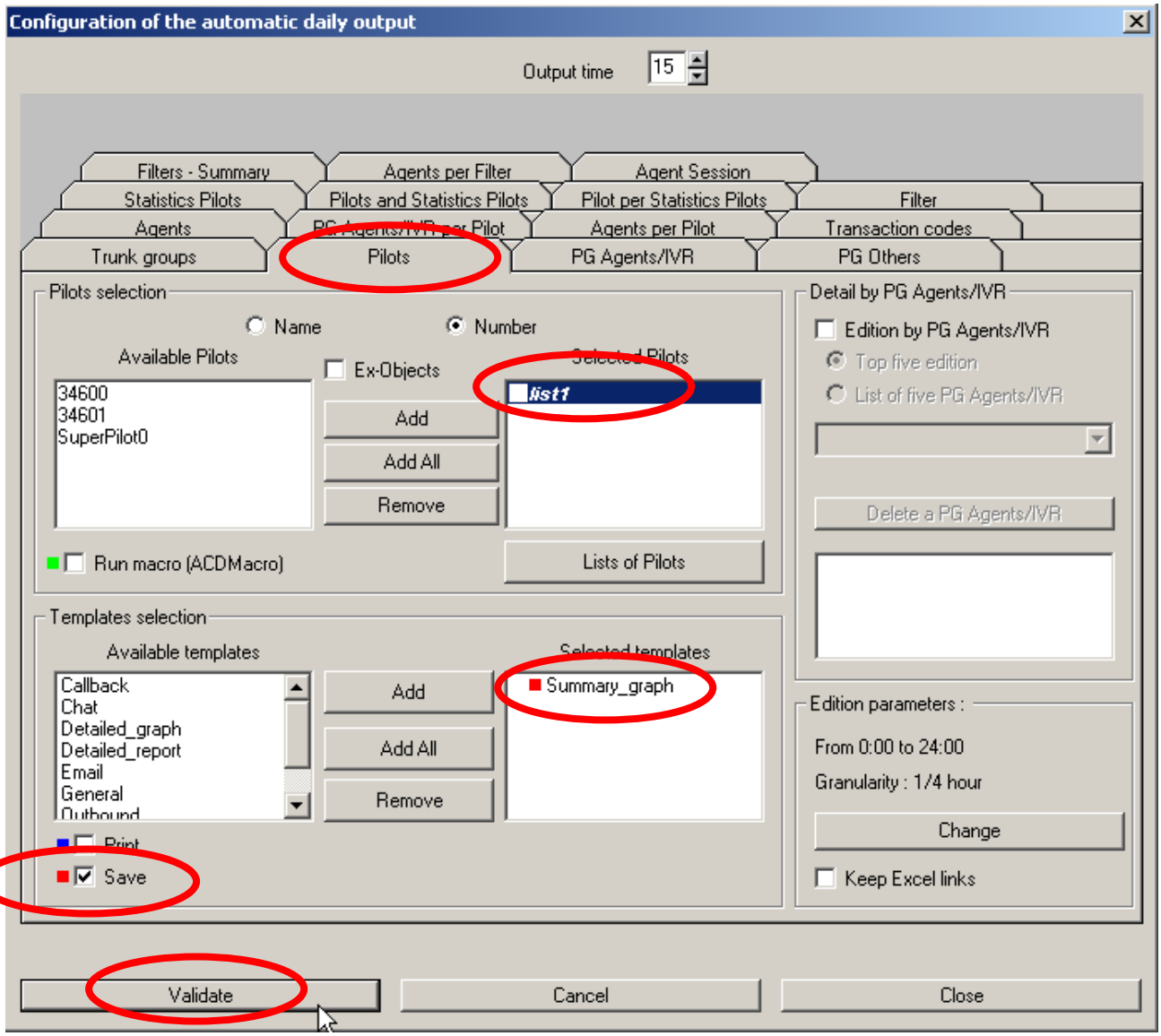


Then create a list of pilots (e.g : list called “list1”), and add the pilots 3X600 and 3X601



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Select then the “list1” object and choose the “summary_graph” template



The report will be stored in : C:\ Program Files \ Alcatel \ A4400CCs \ Excel \ Daily \ Pilots \ “date” \ “list1.xls”

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